

**AT&T INTERSTATE ACCESS GUIDEBOOK (Guidebook)**

PART 2 - Provisions - Midwest, West, Southwest  
SECTION 2 - General Conditions

8th Revised Page 28

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions<sup>(4)</sup> (N)

(A) General

Service (with the exception of STN and ReliaNet, for AR, KS, MO, OK, TX) is considered to be interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Guidebook or the protective controls applied by the Telephone Company, specified in the tariffs below, results in the complete loss of service by the customer.

State	FCC Tariff No.
AR, KS, MO, OK, TX	#1, Section 6.7.10
IL, IN, MI, OH, WI	#2, Section 6.6.1
CA, NV	#1, Section 6.5.1

An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative. No Credit Allowance shall be allowed for an interruption period of less than 48 hours.

The credit allowance for an interruption or for a series of interruptions shall not exceed:

- The applicable monthly rate,
- The assumed minutes of use charge, or
- The billed amount for that particular rate element in those cases where the Guidebook rate exceeds the actual billed amount (e.g., Shared Use Special Access services). (Applicable only in AR, KS, MO, OK, TX)

Credit allowances for service interruptions in Section 2.5.6 of this Guidebook do not apply for the following services:

- DecaMAN<sup>®(2) (3)</sup>
- GigaMAN<sup>®(1) (3)</sup>
- 
- OPT-E-MAN<sup>®</sup>

For applicable service interruption credit allowances, if any, see terms and conditions associated with each service.

<sup>(1)</sup> See Part 6, Section 7, Page 63; Part 7, Section 7, Page 2; Part 8, Section 7, Page 10; and Part 9, Section 7, Page 3 for service availability information.

<sup>(2)</sup> See Part 6, Section 26, Page 1; Part 7, Section 23, Page 1; Part 8, Section 25, Page 1; and Part 9, Section 33, Page 1 for service availability information.

<sup>(3)</sup> The Company currently plans to discontinue this Service on or after September 30, 2023.

<sup>(4)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook. (N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (A) General (Cont'd)

Labor Difficulties, Acts of God - AR, KS, MO, OK, TX,  
IL, IN, MI, OH, WI

In addition, Credit Allowance for Service Interruptions also apply when service is interrupted due 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.

No credit shall be allowed for an interruption period of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial 30 minute interruption.

## (B) When a Credit Allowance Applies - AR, KS, OK, MO, TX

(1) See Service Provisioning and Rate Conditions associated with each service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material now appears on 3rd Revised Page 28.

(M2) Material formerly appeared on 1st Revised Page 30.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

(B) When a Credit Allowance Applies - AR, KS, OK, MO, TX  
(Cont'd)

## (2) Special Access Services

A credit allowance for service interruptions applies to the following Special Access Services: Metallic Service, Telegraph Grade Service, Voice Grade Service, Video Service<sup>(1)</sup>, MegaLink Data Service, High Capacity Service, DovLink Service, Message Station Equipment Recovery Charge, Administration and Maintenance of Priority Restoration, Network Reconfiguration Service, Transport Resource Management (TRM) Service, Self-Healing Transport Network (STN) Service, MegaLink Custom Service and ReliaNet Service. A credit allowance will also apply to Diversity Service.

No credit shall be allowed for an interruption period of less than 30 minutes. For each period of 30 minutes, or fraction thereof, that the interruption continues after the initial 30 minute outage, the customer will be credited at the rate of 1/1440 of the monthly charges until the outage reaches the Service Assurance Warranty (SAWS) threshold. When the total service interruptions on the same service exceeds the SAWS threshold within a 12 hour time period, the customer shall receive an additional credit per the SAWS schedule of credits as specified in Section 2.5.11.

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two channel terminations, channel mileage and optional features and functions).

- (1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.
- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

(B) When a Credit Allowance Applies - AR, KS, OK, MO, TX  
(Cont'd)

## (2) Special Access Services (Cont'd)

For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a channel termination per customer premises, channel mileage and optional features and functions).

For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative.

When the facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., the channel termination, channel mileage and optional features and functions, including the multiplexer on the facility to the Hub and the channel terminations, channel mileages and optional features and functions on the individual services from the Hub).

When the service which rides a channel of the multiplexed facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service from the Hub to a customer premises (i.e., channel termination, channel mileage and optional features and functions).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
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(N)

(M) Material formerly appeared in Part 12, Section 2, Original Page 7.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

(B) When a Credit Allowance Applies - AR, KS, OK, MO, TX  
(Cont'd)

## (3) Diversity Service

A credit allowance for service interruptions applies to the Diversity Service as follows:

No credit shall be allowed for an interruption period of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more up to, and including, 2 hours at the rate of 1/1440 of the monthly Diversity charges on a facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial 30 minute outage. When the total service interruptions on the same Diversity service exceed 2 hours within a 12 hour time period, the customer shall be credited per the Service Assurance Warranty Schedule (SAWS) specified in 2.5.11.

In any month, as a result of the interruption, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.

The credits applying herein, are for the Diversity Service portion of the customer's total monthly charges only. The credits available to the customer for the basic service, on which the Diversity is used, are as stated in other sub-sections of this credit allowance section.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M) Material formerly appeared in Part 12, Section 2, Original Page 8.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup> (N)

## (C) When a Credit Allowance Applies - IL, IN, MI, OH, WI

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user shall be as follows:

- (1) For Special Access Services, except as specified in Sections 2.5.6(C)(2), 2.5.6(C)(8), 2.5.6(C)(11) and 2.5.6(C)(16), no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues for all services except those as described in Section 2.5.6(C)(2), 2.5.6(C)(8), 2.5.6(C)(11) and 2.5.6(C)(16). The Telephone Company may require joint out of service testing between the customer and the Telephone Company for investigation and correction of the interruption.

For Network Reconfiguration Service (NRS), no credit shall be allowed for interruptions required to perform preventative or routine maintenance, or to perform software updates when the customer has been notified at least 24 hours prior to such occurrences.

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook. (N)

(M1) Material formerly appeared on 1st Revised Page 31.

(M2) Material formerly appeared in Part 16, Section 2, Original Page 1.

(M3) Material now appears on 2nd Revised Page 31.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(1) (Cont'd)

The monthly charges used to determine the credit shall be as follows:

- (a) For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two Local Distribution Channels, Channel Mileage Terminations and Channel Mileage as appropriate, and optional feature and functions).
- (b) For multipoint services and Special Access Services associated with Network Reconfiguration Service (NRS), the monthly charge shall be the total of all the monthly rate element charges associated with the portion of the service that is inoperative (i.e., a Local Distribution Channel per customer premises, Channel Mileage Terminations and Channel Mileage as appropriate, and optional features and functions).

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared in Part 16, Section 2, Original Page 2.  
(M2) Material now appears on 1st Revised Page 32.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(1) (Cont'd)

(c) For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with the portion of the service that is inoperative. When the higher capacity facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the higher capacity facility from the customer's premises to the hub (i.e., the Local Distribution Channel, Channel Mileage Terminations and Channel Mileage as appropriate, and optional features and functions, including the multiplexer). When the lower capacity service which rides a channel of the multiplexed lower capacity facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the lower capacity service from the Hub to a customer premises (i.e., Local Distribution Channel, Channel Mileage Terminations and Channel Mileage, as appropriate, and optional features and functions).

(d) For DS3 service provided under a Shared Facility Credit/Shared Facility Channel Service arrangement, the monthly charge shall be the total of all the monthly rate element charges, less any applicable Shared Facility Credits, associated with the portion of the service that is inoperative.

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook. (N)

(M1) Material formerly appeared on 1st Revised Page 31.

(M2) Material formerly appeared in Part 16, Section 2, Original Page 3.

(M3) Material now appears on Original Page 32.2.



## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(2) For Video<sup>(1)</sup> Special Access Services, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

(1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(2) For Video<sup>(1)</sup> Special Access Services, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:  
(Cont'd)

(e) For multipoint services, the credit for the monthly or daily charges includes the charges for the distribution amplifier only when the distribution amplifier is inoperative.

(f) When two or more interruptions occur during a period of 5 consecutive minutes, such multiple interruptions shall be considered as one interruption.

(1) Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH,  
WI (Cont'd)

- (3) The credit allowance(s) for service interruptions shall not exceed applicable (a) monthly rates or (b) charges for assumed minutes of use or (c) the minimum monthly usage charge for the service interrupted in any one monthly billing period.
- (4) For certain Special Access services (OC-3 Service, OC-12 Service, OC-48 Service, OC-192 Service; Dedicated Ring Service), the period during which the error performance is below that specified for the service will be considered as an interruption.
- (5) For multiplexed service ordered under the Shared Network Arrangement, the host subscriber, as well as each service user, must notify the Telephone Company of any service outage in order to receive their portion of the credit allowance.
- (6) For certain Special Access services (DS1 Service, DS3 Service, and SONET Xpress), the period during which the error performance is below that specified for the service will be considered as an interruption.
- (7) Not in use
- (8) For Special Access Optical Carrier Network (OCN) Point-to-Point Service Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, the customer shall be credited 100 percent of the monthly rates for the service when the service experiences a verifiable interruption of 1 (one) minute or more. A service interruption must be reported to the Telephone Company within 24 hours of the interruption.

In any month, as a result of the interruption, the total credit per rate element may not exceed 100 percent of the monthly charge for that particular rate element.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared on Original Page 32.

(M2) Material formerly appeared in Part 16, Section 2, Original Page 5.

(M3) Material formerly appeared on Original Page 33.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(2)</sup> (N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(9) Not in use

(10) Not in use

(11) For Special Access Metallic, Telegraph, Video<sup>(1)</sup>, Direct Analog, Base Rate, DS1 and DS3 Service no credit shall be allowed for interruptions less than 30 minutes. For interruptions of 30 minutes or more but less than 4 hours, the customer shall be credited at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes. For service interruptions 4 hours or greater, the customer shall be credited as follows:

(a) For the initial 4 hour outage in a 30 day period, in lieu of the credit previously described, the customer will be credited as shown in the Credit Allowance Schedule below.

(b) Additional service interruptions that are 4 hours or greater that occur in the same 30 day period will be calculated at the rate of 1/1440 per 30 minute interval.

(1) Effective December 31, 2020, TV Analog Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

- (11) For Special Access Metallic, Telegraph, Video<sup>(1)</sup>, Direct Analog, Base Rate, DS1 and DS3 Service no credit shall be allowed for interruptions less than 30 minutes. For interruptions of 30 minutes or more but less than 4 hours, the customer shall be credited at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes. For service interruptions 4 hours or greater, the customer shall be credited as follows:  
(Cont'd)

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

An interruption period starts when an inoperative service is reported by the customer to the Telephone Company for repair and ends when the service is operative. The customer must make the circuit available for testing by the Telephone Company and provide access as needed. Suspension of the calculated interruption period will occur when access to the customer premises cannot be gained or the customer does not release the circuit experiencing trouble.

Credit Allowance Schedule<sup>(1)</sup>

Interruption Period	Service	Applicable Credit
4 Hours or More	Metallic	\$5.00
	Telegraph	5.00
	Video <sup>(1)</sup>	10.00
	Direct Analog	10.00
	Base Rate	15.00
	DS1	120.00
	DS3	380.00

- (1) Effective December 31, 2020, TV Analog Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

2. General Conditions (Cont'd)

2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup> (N)

(C) When a Credit Allowance Applies - IL, IN, MI, OH, WI  
(Cont'd)

(12) Not in use

(13) Not in use

(14) Not in use

(15) Not in use

(16) For Special Access SONET Xpress Service, any verifiable service interruption will result in a credit of 100 percent of the monthly rates for the circuit or portion of the circuit involved.

An interruption period will start when an inoperative service is reported to the Telephone Company and end when the service is operative. In any month, as a result of service interruptions, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
|  
(N)

(M)Material now appears on Page 33.0.1.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

- (1) **CA, NV** - For Special Access other than set forth in (2) following, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues. The monthly charges used to determine the credit shall be as follows:
- (a) For two-point Special Access the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two channel terminations, channel mileage and optional features and functions).
- (b) For multipoint Special Access services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a channel termination per customer premises, channel mileage and optional features and functions).

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

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(N)

(M) Material now appears on 1st Revised Page 35.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(1) **CA, NV** (Cont'd)

- (c) For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative. When the facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., the channel termination, channel mileage and optional features and functions, including the multiplexer on the facility to the Hub, and the channel terminations, channel mileage and optional features and functions on the individual services from the Hub). When the service which rides a channel of the multiplexed facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service from the Hub to a customer premises or end office (i.e., channel termination, channel mileage and optional features and functions).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared on Original Page 34.

(M2) Material now appears on Original Page 35.1.



## SECTION 2 - General Conditions

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (2) **CA Only** - For Optical Carrier Network Point-to-Point Service the customer shall be credited the amount specified below for service interruptions equal to 4 hours or more, as the Maintenance Commitment Program (MCP) credit. The credit allowance described in Section 2.5.6(D)(1) will continue to apply to interruptions that are less than 4 hours.

Only 1 MCP credit allowance will be applied per affected service during a 30 day period. The total credit allowance available to the customer regardless of the number of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service. Additional service interruptions that occur in the same 30 day period will be calculated as described in Section 2.5.6(D)(1).

Except for new installations, credit shall be computed using the beginning of the prior month's billing records. For new services, the credit shall be determined using the beginning of the current month's billing records.

To qualify for the MCP credit, the customer will provide to the Telephone Company the name and number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to the telephone company and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D)(1) will apply.

The interruption period starts when an inoperative service has been reported to the Telephone Company and the service is released for testing and repair. The interruption period ends when the service is operative and the customer has accepted the service from the Telephone Company. If the customer does not accept the service or notify the Telephone Company that the service continues to be inoperative within 4 hours notification that the service is repaired, no additional credit shall be given.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared on Original Page 35.

(M2) Material formerly appeared in 1st Revised Page 36.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(2) **CA Only** (Cont'd)

The interruption period is calculated based on the start and stop time of the service interruption as determined by the Telephone Company and excludes customer requested monitoring and conditions set forth in Section 2.5.6(F).

If the customer notifies the Telephone Company that the service is inoperative within 4 hours of the Telephone Company's notification that the service is repaired, the time from notification to the Telephone Company until the trouble is cleared will be added to the interruption period and will be subject to the appropriate service interruption credit.

MCP credit will be applied only to inoperative services as set forth in Sections 2.5.6(D) (1) (a) thru (c).

## Credit Allowance Schedule:

- Per service

<u>Interruption Period</u>	<u>Applicable Credit</u>
30 minutes or more, but less than 4 hours	1/1440th per 30 minute interval
4 hours or more and qualifies for MCP credit	
OCN Point-to-Point Service	\$380.00 or 1/1440 per 30 minute interval, whichever is greater
4 hours or more and does not qualify for MCP credit	1/1440th per 30 minute interval

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M) Material now appears on Original Page 35.1.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (3) **CA** - For any rate element of OC-192 Dedicated SONET Ring Service the customer shall be credited 100% of the monthly rate for any service interruption where the system does not automatically self-heal around the point of failure within one (1) second. In order to qualify for this credit, the outage must be determined by the Telephone Company to be in its network and the failure occurred in that part of the service with 1x1 protection.

The customer shall be credited 100% of the monthly rates for the rate elements of SONET Services, when the outage is determined by the Telephone Company to be in its network and the failure occurred in that portion of the service with 1xN protection. The 1xN protection resides on the sub rate interface service dropping off the SONET ring (e.g. DS3, OC-3, OC-12, OC-48).

For Node failures on SONET Service, the customer is allowed a credit for the corresponding rate elements if the outage is reported by the customer and the service made available to the telephone company to perform testing.

The credit allowances described elsewhere in this section will continue to apply for service interruptions when the outage is determined by the Telephone Company to be in its network and the failure does not qualify for the credit allowance described above, as long as all requirements for that credit allowance are met.

The credit allowance described in (D)(1) will continue to apply to service interruptions that do not qualify for a credit allowance described in Section 2.5.6(D)(2).

The total credit allowance available to a customer regardless of the number of service interruptions within a 30 day period will not exceed 100% of the monthly rates of the service.

- (1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook. (N)

(M) Material formerly appeared on 2nd Revised Page 38.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(3) **CA** (Cont'd)

To qualify for a service credit under Section 2.5.6(D)(3), the customer will provide to the Telephone Company the name and telephone number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to the Telephone Company and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D)(1) will apply.

The interruption period starts when the inoperative service has been reported to the Telephone Company and the service is released for testing and repair. The interruption period ends when the service is operative and the customer has accepted the service from the Telephone Company. If the customer does not accept the service, only a credit allowance under Section 2.5.6(D)(1) shall be given.

The interruption period is calculated based on the start and stop time of the service interruption of each service as determined by the Telephone Company and excludes customer requested monitoring and conditions set forth in Section 2.5.6(F).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material now appears on 3rd Revised Page 37.

(M2) Material now appears on Original Pages 38.1 and 38.9.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(4) **NV** - For Video<sup>(1)</sup> Special Access Service, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all channel terminations, channel mileages and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for all channel terminations, channel mileages and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

<sup>(1)</sup> Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

<sup>(2)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (5) **CA** - For Special Access, Metallic, Telegraph, Voice Grade, Generic Digital Transport Service (GDTs) and High Capacity and Fiber Advantage<sup>SM</sup> DS1, DS3, DS3x3 DS3x12, Video<sup>(1)</sup> the customer shall be credited the amount specified below for service interruptions equal to 4 hours or more, as the Maintenance Commitment Program (MCP) credit. The credit allowance described in Section 2.5.6(D) (1) will continue to apply to interruptions that are less than 4 hours.

Only 1 MCP credit allowance will be applied per affected service during a 30 day period. The total credit allowance available to the customer regardless of the number of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service. Additional service interruptions that occur in the same 30 day period will be calculated as described in Section 2.5.6(D) (1).

Except for new installations, credit shall be computed using the beginning of the prior month's billing records. For new services, the credit shall be determined using the beginning of the current month's billing records.

To qualify for the MCP credit, the customer will provide to the Telephone Company the name and number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to Pacific Bell and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D) (1) will apply.

- (1) Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.
- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(5) **CA** - (Cont'd)

The interruption period starts when an inoperative service has been reported to the Telephone Company and the service is released for testing and repair. The interruption period ends when the service is operative and the customer has accepted the service from the Telephone Company. If the customer does not accept the service or notify the Telephone Company that the service continues to be inoperative within 4 hours notification that the service is repaired, no additional credit shall be given.

The interruption period is calculated based on the start and stop time of the service interruption as determined by the Telephone Company and excludes customer requested monitoring and conditions set forth in Section 2.5.6(F) following.

If the customer notifies the Telephone Company that the service is inoperative within 4 hours of the Telephone Company's notification that the service is repaired, the time from notification to the Telephone Company until the trouble is cleared will be added to the interruption period and will be subject to the appropriate service interruption credit.

MCP credit will be applied only to inoperative services as set forth in (1) (a) thru (c) preceding. For Fiber Advantage<sup>SM</sup> DS3x3 and DS3x12 Service, credit will be applied to each Fiber Advantage<sup>SM</sup> DS3 service that is inoperative.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M) Material formerly appeared in Part 14, Section 2, Original Page 2.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup> (N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(5) **CA** - (Cont'd)

Credit Allowance Schedule:  
- Per service

Interruption Period	Applicable Credit
30 minutes or more, but less than 4 hours	1/1440th per 30 minute interval

4 hours or more	Metallic:	\$5.00
and qualifies for	Telegraph:	5.00
MCP credit	Voice Grade:	10.00

Video Service <sup>(1)</sup>	
Monthly:	75.00
Daily:	25.00

GDTS:	15.00
DS1:	120.00
Fiber Advantage <sup>SM</sup>	
DS1	120.00
Fiber Advantage <sup>SM</sup>	
DS3	380.00

or 1/1440 per 30 minute  
interval, whichever is  
greater

4 hours or more	1/1440th per 30
and does not	minute interval
qualify for MCP credit	

- (1) Effective December 31, 2020, Video Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.
- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
|  
(N)



## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (6) **CA** - For Special Access High Capacity DS1, DS3, DS3x3 and DS3x12 services provided with the Enhanced Access Diversity optional feature, as described in Part 14, Section 7, paragraph 7.2.9(D)(6). The customer shall be credited 100% of the monthly rates for any associated Channel Terminations, Channel Mileage, and Multiplexing for each identified service when both the primary transmission path (primary service) and the designated diverse transmission (secondary service) path experience simultaneous service interruptions. In order to qualify for this credit, the outages must be determined by the Telephone Company to be in its network and the failures occurred at physically diverse locations as specified in the Enhanced Access Diversity option previously installed by the Telephone Company.

The credit allowance described in Section 2.5.6(D)(5) will continue to apply for other High Capacity optional features that are associated with the primary and secondary services, when the outage occurs at a common point of failure based on the Enhanced Access Diversity Option previously selected by the customer as described in Part 14, Section 7, paragraph 7.2.9(D)(6), or any other situation when the failure does not qualify for the credit allowance described above, as long as all requirements for that credit allowance are met. Otherwise, the credit allowance described in Section 2.5.6(D)(1) will apply.

The credit allowance described in Section 2.5.6(D)(1) will continue to apply to service interruptions that do not qualify for a credit allowance described in Section 2.5.6(D)(5) or (6).

The total credit allowance available to a customer regardless of the number of service interruptions within a 30 day period will not exceed 100% of the monthly rates of the service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared in Part 14, Section 2, Original Page 4.

(M2) Material formerly appeared in Part 14, Section 2, Original Page 5.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(6) **CA** - (Cont'd)

To qualify for a service credit under Section 2.5.6(D)(6), when a dual interruption of service occurs, the customer will provide to the Telephone Company the name and telephone number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to Pacific Bell and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D)(1) will apply.

The interruption period starts when the inoperative diverse services have been reported to the Telephone Company and both services are released for testing and repair. The interruption period ends when each service is operative and the customer has accepted the service from the Telephone Company. If the customer does not accept the service only a credit allowance under Section 2.5.6(D)(1) shall be given.

The interruption period is calculated based on the start and stop time of the service interruption of each service as determined by the Telephone Company and excludes customer requested monitoring and conditions set forth in Section 2.5.6(F) following.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared in Part 14, Section 2, Original Page 5.

(M2) Material formerly appeared in Part 14, Section 2, Original Page 6.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup> (N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (7) **CA** - For Special Access Fiber Advantage<sup>SM</sup> High Capacity DS1, DS3, DS3x3 and DS3x12 services provided, as described in Part 14, Section 7, paragraph 7.2.9. The customer shall be credited 100% of the monthly rates for any associated Fiber Advantage<sup>SM</sup> service for a service interruption. Also, for any rate elements of SONET Ring and Access Services<sup>(1)</sup> provided, as described in Part 14, Section 7, paragraph 7.2.11, the customer shall be credited 100% of the monthly rate for any service interruption affecting that rate element. In order to qualify for this credit, the outage must be determined by the Telephone Company to be in its network and the failure occurred in that part of the service with 1x1 protection.

The customer shall be credited 100% of the monthly rates for any associated Fiber Advantage<sup>SM</sup> service the rate elements of SONET Services, when the outage is determined by the Telephone Company to be in its network and the failure occurred in that portion of the service with 1xN protection. The interruption must be 2 hours or more and all other requirements for this credit allowance are met. The 1xN protection resides on the sub rate interface service dropping off the SONET ring (eg. DS3).

For Node failures on SONET Service, the customer is allowed a credit for the corresponding rate elements if the outage is reported by the customer and the service made available to the telephone company to perform testing.

The credit allowances described elsewhere in this section will continue to apply for service interruptions when the outage is determined by the Telephone Company to be in its network and the failure does not qualify for the credit allowance described above, as long as all requirements for that credit allowance are met.

- (1) Effective 01/03/06, SONET Ring and Access Service is limited to existing customers at existing locations except where spare capacity exists; customers may add additional locations on existing rings. New SONET ring services will be provided via Dedicated SONET Ring Service.
- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M) Material formerly appeared in Part 14, Section 2, Original Page 7.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd<sup>(1)</sup>) (N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

(7) **CA** - (Cont'd)

The credit allowance described in Section 2.5.6(D)(1) will continue to apply to service interruptions that do not qualify for a credit allowance described in Section 2.5.6(D)(5) or (6).

The total credit allowance available to a customer regardless of the number of service interruptions within a 30 dayperiod will not exceed 100% of the monthly rates of the service.

To qualify for a service credit under Section 2.5.6(D)(7), the customer will provide to the Telephone Company the name and telephone number of the customer's personnel accepting the closure. The Telephone Company will provide the date and time the trouble was reported to the Telephone Company and the date and time the service was returned to the customer. If this information is not provided, the credit allowance described in Section 2.5.6(D)(1) will apply.

The interruption period starts when the inoperative service has been reported to the Telephone Company and the service is released for testing and repair. The interruption period ends when the service is operative and the customer has accepted the service from the Telephone Company. If the customer does not accept the service only a credit allowance under Section 2.5.6(D)(1) shall be given.

The interruption period is calculated based on the start and stop time of the service interruption of each service as determined by the Telephone Company and excludes customer requested monitoring and conditions set forth in Section 2.5.6(F) following.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
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(N)

(M) Material formerly appeared in Part 14, Section 2, Original Page 8.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

## (D) When a Credit Allowance Applies - CA, NV (Cont'd)

- (8) **CA** - For certain Special Access services (WD1-4; Generic Digital Transport Service, DA1-6; and High Capacity, HC1), any period during which the error performance is below that specified for the service will be considered as an interruption.
- (9) **CA** - For service ordered under DS3 Leaseback, each customer must notify the Telephone Company of a service outage in order to receive a credit allowance.
- (10) **CA** - For audio connecting facilities and television connecting facilities no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more at the rate of 1/8640 of the monthly charge for the facility for each 5 minutes or fraction thereof that an interruption continues.  
  
Interruptions occurring during a period of 5 consecutive minutes shall be considered as one interruption. An interruption of either the audio or video portion of a television connecting facility shall be considered as an interruption of the facility if the customer releases the entire facility for investigating and clearing the troubles thereon.
- (11) **CA** - For service provided under DS3 Leaseback arrangement, any affected customer not notifying the Telephone Company of a service outage will not receive a credit allowance.
- (12) **CA, NV** - The credit allowance(s) in a given month, for an interruption or for a series of interruptions occurring during that month, shall not exceed the sum of applicable monthly rates plus the assumed minutes of use charge.

## (E) Not in use

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M1) Material formerly appeared in Part 14, Section 2, Original Page 9.  
 (M2) Material formerly appeared in Part 14, Section 2, Original Page 10.  
 (M3) Material formerly appeared on 2nd Revised Page 38.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (F) When a Credit Allowance Does Not Apply

Credit allowances will not be made for the following:

- (1) Interruptions caused by the negligence of the customer.
- (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
- (3) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.
- (4) When the Telephone Company and the customer negotiate the release of the service for (1) maintenance purposes, (2) to make rearrangements or (3) to implement an order for a change in the service, a credit allowance does not apply during the negotiated time of release.
- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction, as set forth in Part 1, Section 8. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt of the written authorization for such replacement.
- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (7) Interruption of service caused by a customer's failure to provide notification to the Telephone Company of media stimulated mass calling events.
- (8) An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar.

- (1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

(M) Material formerly appeared on 1st Revised Page 40.

## 2. General Conditions (Cont'd)

## 2.5 Billing Conditions (Cont'd)

2.5.6 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (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).

## (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.

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Midwest, West, and Southwest have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

(N)

## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions<sup>(1)</sup>

(N)

## (A) General

A service is considered interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this guidebook or in the event that the protective controls applied by the Telephone Company result in the loss of use of the service by the customer. An interruption period starts when the customer reports the interruption to the Telephone Company, and ends when the service is operative.

## (B) When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be as follows:

- (1) The credits will apply no more than once per month and the total of all credits, including those provided in other sections of this Guidebook, shall not exceed the monthly rate for the service. The monthly charges used to determine the credit shall be as follows:

- (a) The monthly charge shall be the total of all the monthly rate element charges associated with the highest level inoperative channelized service:

- For Special (a.k.a. BellSouth SPA) two-point services: two Local Channels, Interoffice Channel, and Optional Features and Functions

- (b) For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with the highest level channelized service for that portion of the service that is inoperative (i.e., a local channel per customer premises, interoffice channel, and optional features, and functions).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)

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(N)



## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

## (1) (Cont'd)

- (c) For Special Access (a.k.a. BellSouth SPA) channelized services, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the highest level channelized service that is inoperative.

When the facility which is channelized or the Basic Channelization System itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the highest level channelized service (i.e., the local channel, interoffice channel, central office channel interface(s), and any optional features and functions, including the Basic Channelization System on the facility to the Hub. When the service which rides a channel of the channelized facility is inoperative (assuming the highest level channelized service is still operative) the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the lower level inoperative service from the Hub to a customer premises (i.e., local channels, interoffice channel, central office channel interface(s), and optional features and functions). For channelized service ordered under the Shared Network Arrangement, certain record keeping complexities necessitate that the host subscriber as well as each service user notify Telephone Company of any service outage in order to receive a credit allowance.

- (d) For SMARTPath services (a.k.a. BellSouth SPA Shared Ring) and SMARTPath DS3 Transport service (a.k.a. BellSouth SPA DS3 Shared Ring), the monthly charge shall be the total of all the monthly rate element charges associated with the highest level inoperative channelized service (e.g., SMARTPath Area Connection and SMARTPath Area Junction).
- (e) The credit allowance(s) for an interruption or a series of interruptions shall not exceed: (a) the sum of the monthly charges for the affected services; or (b) the assumed minutes of use charge.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(2)</sup>

(N)

(B) When a Credit Allowance Applies (Cont'd)

Quick Reference Service Outage Table	
Active Services	Section Reference
Broadcast Quality Video	2.4.4 (B) (2)
DS1 Diverse Access	2.4.4 (B) (12)
DS1 Special Access subject to a current term plan as of 4/4/2015	2.4.4 (B) (10)
DS1 Special Access subject to a term plan renewed after 4/4/2015 or being provided on a month-to-month basis	2.4.4 (B) (13)
LightGate DS1 Interfaces	2.4.4 (B) (5)
LightGate DS3 Service subject to a term plan renewed after 12/18/22 or being provided on a month-to-month basis	2.4.4 (B) (13)
LightGate Service (excluding DS1 Interfaces, and DS3 Services subject to a term plan renewed after 12/18/22 or being provided on a month-to-month basis)	2.4.4 (B) (6)
SMARTPath Service	2.4.4 (B) (7)
Switched Access DS3	2.4.4 (B) (11)
<b>Grandfathered/Obsolete Services</b>	
Digital Data Access	2.4.4 (B) (3)
High Capacity (a.k.a. BellSouth SPA High Capacity) DS1 HC1	2.4.4 (B) (3)
SMARTRing	2.4.4 (B) (4)
Wavelength Dedicated Ring Service	2.4.4 (B) (9)

- (2) For Broadcast Quality Video<sup>(1)</sup> (a.k.a. BellSouth SPA Broadcast Quality Video) Special Access service, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:

(1) Effective December 31, 2020, this Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add, or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Month-to-Month rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

- (2) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd)<sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

## (2) Cont'd

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all channel terminations, channel mileages, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for each channel termination, channel mileage, and optional features and functions that is inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.
- (e) For multipoint services, the credit for the monthly or daily charges includes the charges for the distribution amplifier only when the distribution amplifier is inoperative.
- (f) When two or more interruptions occur during a period of 5 consecutive minutes, such multiple interruptions shall be considered as one interruption.

- (3) For certain Special Access (a.k.a. BellSouth SPA) services (Digital Data Access (a.k.a. BellSouth SPA DS0 Digital Data), DA1-4; and High Capacity (a.k.a. BellSouth SPA High Capacity) HC1), any period during which the error performance is below that specified for the service will be considered as an interruption.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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(M3) Material previously appearing on this page now appears on Page 27.

## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

(4) Self-healing Multi-nodal Alternate Route Topology Ring  
(SMARTRing) service

- (a) For Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring, a credit for a service interruption shall apply when a single failure of the Telephone Company's equipment occurs resulting in a service outage of the entire system and the system does not automatically self-heal around the point of failure within one (1) second. No credit shall apply unless the customer reports the service interruption to the Telephone Company and the trouble is found in the Telephone Company equipment based on information provided by the network surveillance system associated with the service. The credit shall equal the total of all the monthly charges for the highest level inoperative channelized service provided, however, no more than one credit shall apply per any given rate element for any given month regardless of the number of interruptions occurring during that month. In Shared Network Arrangements as defined in this guidebook, with OC-3 SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring credit does not apply to the DS1 facility and/or DS1 Channel Interfaces of the connecting service user.
- (b) For service interruptions of individual channel interfaces on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring) and a BellSouth Dedicated Ring, and for interruptions of Basic Shared Ethernet LAN Access Links on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring), which do not constitute a total ring failure, credit shall be allowed for interruptions of one minute or more. The credit shall apply when the customer reports the interruption to the Telephone Company. The credit shall be at the rate of 1440/1440 of the monthly charge for the service element. Credit allowance limitation shall be in accordance with Section 2.4.4(B)(1).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup> (N)

## (B) When a Credit Allowance Applies (Cont'd)

(4) Self-healing Multi-nodal Alternate Route Topology Ring  
(SMARTRing) service (Cont'd)

For all other service interruptions resulting from a failure of the Telephone Company's equipment for services connecting to a SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, credit shall be allowed for an interruption of 30 minutes or more. The credit will begin when the customer reports the interruption to the Telephone Company. This credit shall be at the rate of 1/1440 of the total monthly charges assessed for that portion of the highest level channelized service that is interrupted for each period of 30 minutes or major fraction thereof that the interruption continues.

(c) Credit allowances will not apply if service is interrupted during customer requested upgrades and/or additions to the SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, or during customer requested rearrangements.

(5) Credit allowances for service interruptions on LightGate service (a.k.a. BellSouth SPA Point to Point Network) DS1 channel interfaces will be based on the wire center group assignment of the customer's serving wire center (see Group 1 Wire Center list following).

Credit Allowance Schedule  
Group Wire Centers

<u>Interruption Period</u>	<u>Credit Per Interruption</u>
30 Minutes to 150 Minutes - All	360/1440
151 Minutes to 210 Minutes - All	720/1440
211 Minutes or More - All	1440/1440

(1) Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook. (N)

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

(B) When a Credit Allowance Applies (Cont'd)

(5) (Cont'd)

## BELLSOUTH GROUP 1 WIRE CENTERS

ATLNGAAC	BRHMALOM	CLMASCSU	JCSNMSCP
ATLNGAAD	BRHMALOX	CLMASCSW	JCSNMSMB
ATLNGABH	BRHMALRC	COCYFL13	JCSNMSEN
ATLNGABU	BRHMALTA	DNWDGAMA	JCSNMSPC
ATLNGACD	BRHMALVA	DRBHFLMA	JCSNMSRW
ATLNGACS	BRHMALWE	FTLDLFLAP	JCSNMSTR
ATLNGAEL	BRHMALWL	FTLDLFLCR	JCVLFLAR
ATLNGAEP	BYBHFLMA	FTLDLFLCY	JCVLFLBW
ATLNGAFP	CHMBGAMA	FTLDLFLFT	JCVLFLCL
ATLNGAGC	CHRLNCBO	FTLDLFLJA	JCVLFLFC
ATLNGAGR	CHRLNCCA	FTLDLFLMA	JCVLFLIA
ATLNGAHR	CHRLNCCE	FTLDLFLQA	JCVLFLJT
ATLNGAIC	CHRLNCCR	FTLDLFLPL	JCVLFLLF
ATLNGALA	CHRLNCDE	FTLDLFLSG	JCVLFLNO
ATLNGANW	CHRLNCER	FTLDLFLSU	JCVLFLOW
ATLNGAPP	CHRLNCLP	FTLDLFLWN	JCVLFLPP
ATLNGASS	CHRLNCLX	GNBONCAP	JCVLFLRV
ATLNGATH	CHRLNCMI	GNBONCAS	JCVLFLSJ
ATLNGAUY	CHRLNCMO	GNBONCEU	JCVLFLSM
ATLNGAWD	CHRLNCOD	GNBONCHO	JCVLFLWC
ATLNGAWE	CHRLNCRE	GNBONCLA	LKWOFLAJ
BCRTFLBT	CHRLNCSH	GNBONCMC	LLBNGAMA
BCRTFLMA	CHRLNCTH	GNBONCPG	LSVLKY26
BCRTFLSA	CHALNCUN	GRNRNCJB	LSVLKY53
BRHMALBH	CLMASCAR	GTWSTNSW	LSVLKYAN
BRHMALCH	CLMASCBQ	HLWDFLHA	LSVLKYAP
BRHMALCP	CLMASCCH	HLWDFLMA	LSVLKYBE
BRHMALEL	CLMASCDF	HLWDFLPE	LSVLKYBR
BRHMALEN	CLMASCFI	HLWDFLWH	LSVLKYCS
BRHMALEW	CLMASCPA	JCBHFLAB	LSVLKYCW
BRHMALFO	CLMASCSA	JCBHFLMA	LSVLKYFC
BRHMALFS	CLMASCSB	JCBHFLSP	LSVLKYHA
BRHMALHW	CLMASCSH	JCSNMBSL	LSVLKYJT
BRHMALMT	CLMASCSN	JCSNMSCB	LSVLKYOA

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

(B) When a Credit Allowance Applies (Cont'd)

(5) (Cont'd)

## BELLSOUTH GROUP 1 WIRE CENTERS (Cont'd)

LSVLKYSH	MMPHTNCK	NSVLTNCD	ORLDFLSA
LSVLKYSL	MMPHTNCT	NSVLTNCH	PMBHFLFE
LSVLKYSM	MMPHTNEL	NSVLTNDO	PMBHFLMA
LSVLKYTS	MMPHTNFR	NSVLTNGH	PMBHFLNP
LSVLKYVS	MMPHTNGT	NSVLTNHH	PMBHFLTA
LSVLKYWE	MMPHTNHP	NSVLTNIN	RLGHNCDU
MIAMFLAE	MMPHTNMA	NSVLTNMC	RLGHNCGA
MIAMFLAF	MMPHTNMT	NSVLTNMT	RLGHNCGL
MIAMFLAL	MMPHTNOA	NSVLTNST	RLGHNCHO
MIAMFLAP	MMPHTNSL	NSVLTNUN	RLGHNCJO
MIAMFLBA	MMPHTNST	NSVLTNWC	RLGHNCMO
MIAMFLBC	MMPHTNWW	NSVLTNWM	RLGHNCSE
MIAMFLBR	MMPHTNZP	NWORLAAR	RLGHNCSC
MIAMFLCA	MNDRFLAV	NWORLAAR	RLGHNCSE
MIAMFLDB	MNDRFLLO	NWORLABM	RLGHNCSE
MIAMFLFL	MTGMAL11	NWORLACA	SMYRGAGP
MIAMFLGR	MTGMALBI	NWORLACM	SMYRGAMA
MIAMFLHL	MTGMALDA	NWORLAAR	SMYRGAPF
MIAMFLIC	MTGMALMB	NWORLAAR	TUKRGAMA
MIAMFLKE	MTGMALMT	NWORLALK	VRBHFLBE
MIAMFLME	MTGMALNO	NWORLAMA	VRBHFLMA
MIAMFLNM	MTRELABK	NWORLAMC	WCLMSCES
MIAMFLNS	MTRELARS	NWORLAMR	WCLMSCMA
MIAMFLOL	NDADFLAC	NWORLAMT	WPBHFLAA
MIAMFLPB	NDADFLBR	NWORLAMU	WPBHFLAN
MIAMFLPL	NDADFLGG	NWORLARV	WPBHFLGA
MIAMFLRC	NDADFLLO	NWORLASC	WPBHFLGR
MIAMFLRR	NDADFLAT	NWORLASK	WPBHFLHH
MIAMFLSH	NRCRGAMA	NWORLASW	WPBHFLLE
MIAMFLSO	NSVLTNAA	ORLDFLAP	WPBHFLRB
MIAMFLWD	NSVLTNAP	ORLDFLCL	WPBHFLRP
MIAMFLWM	NSVLTNBK	ORLDFLMA	
MMPHTNBA	NSVLTNBV	ORLDFLPC	
MMPHTNBM	NSVLTNBW	ORLDFLPH	

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

(6) Application of credits for service outages for LightGate service (a.k.a. BellSouth SPA Point to Point Network), (excluding DS1 channel interfaces, and DS3 Services subject to term plans renewed after December 18, 2022 or being provided on a month-to-month basis), will be calculated as follows: credits will be applied to the monthly rate associated with each activated interface affected, after ratcheting adjustments to account for BellSouth SWA service, if any, for the highest level channelized service. For system level rate elements, credits applied to the monthly rate associated with the system, based upon the proportion which the interrupted Special Access, (a.k.a. BellSouth SPA) channels, in the system bear to the total activated Special Access (a.k.a. BellSouth SPA) channels, in the system. Where service interruptions of one minute or more per occasion occur, the credit applied shall be 1440/1440. Credit allowance limitations shall be in accordance with Section 2.4.4(B) (1). For DS3 Services subject to term plans renewed after December 18, 2022 or being provided on a month-to-month basis, the Service Assurance Warranty (SAW), as described in Section 2.4.4(B) (13), will apply.

(7) For SMARTPath service (a.k.a. BellSouth SPA Shared Ring), and SMARTPath DS3 Transport service (a.k.a. BellSouth SPA DS3 Shared Ring) rate elements, failure by the Telephone Company to meet the performance guarantee described in Sections 7.2.13(C) (2) and 7.2.14(C) (1), respectively, will prompt a credit equal to 1440/1440 for effected SMARTPath service (a.k.a. BellSouth SPA DS1 Shared Ring), or SMARTPath DS3 Transport service (a.k.a. BellSouth SPA DS3 Shared Ring), rate elements. A customer request for credit will not be required. The credit will be applied through normal administrative processes and the dollar amount will be reflected on the customer's bill. The credit will apply no more than once per billing period. This credit is in addition to those provided in 2.4.4(B) (1) preceding. The combined total of the credit allowance during a month for failure to meet the performance guarantee in Section 7.2.13(C) (2) or 7.2.14(C) (1), as applicable, and the credit for service interruption contained in Section 2.4.4(B) (1) shall not exceed the monthly rate for the highest level inoperative channelized service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

- (9) For BellSouth Wavelength Dedicated Ring Service, a credit for a service interruption involving the failure of ring level and/or wavelength channel service components shall apply. For a failure of one second or greater associated with ring level service components, the credit shall equal 100 percent of the current billed rate associated with the affected ring level components. For a service interruption of 30 minutes or greater associated with individual wavelength channels, the credit shall equal 100 percent of the current billed rate associated with the affected wavelength channel(s). All credit allowances shall begin from the time of notice by the customer to the Company and will end when the service is operative. A customer must report the outage in order to receive service outage credit. The total credit received in any month for each service component shall not exceed the monthly rate for the service component.

- (10) The Credit Allowance for Service Interruptions, as described in this paragraph, applies only to DS1 Special Access circuits purchased under a CSPP or a TPP in effect as of April 4, 2015 (excluding DS1 Special Access Services subject to term plans renewed after April 4, 2015 or being provided on a month-to-month basis, including those circuits selected for an ACP discount). For DS1 Special Access Services subject to term plans renewed after April 4, 2015 or being provided on a month-to-month basis, including those circuits selected for an ACP discount, the Service Assurance Warranty (SAW), as described in Section 2.4.4(B)(13), will apply.

Credit allowances for service interruptions on DS1 Special Access (a.k.a. BellSouth SPA DS1) service (including DS1 Alternate Serving Wire Center service and LightGate service (a.k.a. BellSouth SPA Point to Point Network) DS1 channel interfaces) will be based on the wire center group assignment of the customer's serving wire center, (see Group 1 wire Center list following). For DS1 Special Access (a.k.a. BellSouth SPA DS1) facilities assigned to Group 1 wire centers, the customer shall be credited at the rate of 1440/1440 for service interruptions of one minute or more.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

## (10) (Cont'd)

Special Access DS1 (a.k.a. BellSouth SPA DS1) customers with facilities assigned to Group 2 wire centers, (all other wire centers not included in Group 1) shall be credited for interruptions of more than 30 minutes but less than or equal to 210 minutes based on the credit allowance schedule following. For service interruptions of 211 minutes or more the customer shall receive a credit of 1440/1440 of the monthly rate. Credit allowances for DS1 Special Access (a.k.a. BellSouth SPA DS1) service interruptions involving more than one wire center group will be based on the respective local channel wire center rate and the highest interoffice channel mileage rate used in provisioning the service. Ratcheting, to account for BellSouth SWA services, will be applied to DS1 Special Access (a.k.a. BellSouth SPA DS1) service interruption credits. Credit allowance limitations shall be in accordance with Section 2.4.4(B) (1) preceding.

Credit Allowance Schedule  
Group Wire Centers

<u>Interruption Period</u>	<u>Credit Per Interruption</u>
30 Minutes to 150 Minutes - All	360/1440
151 Minutes to 210 Minutes - All	720/1440
211 Minutes or More - All	1440/1440

The provisions of this subsection do not apply to BellSouth DS1 Diverse service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

- (11) Application of credits for service outages for BellSouth SWA DS3 will be calculated as follows: For the affected BellSouth Local Channel, Interoffice Channel and BellSouth SWA DS3 Channelization elements, credits will be applied to the monthly charge associated with each element affected for the highest level inoperative channelized service, after ratcheting adjustments to account for Special Access (a.k.a. BellSouth SPA) service, if any. Where service interruptions of one minute or more per occasion occur, the credit applied shall be 1440/1440 of the total monthly charge for the rate element involved. Credit allowance limitations shall be in accordance with Section 2.4.4.(B)(1) preceding.
- (12) Application of credits for service outages of BellSouth DS1 Diverse service Local and Interoffice Channels will be calculated as follows: In the event of primary facility path failure, service is guaranteed to switch to an alternate facility path in one minute or less. Failure to meet this guarantee will result in credits being applied to the customer's bill equal to 1440/1440 of the monthly charge associated with the affected service element(s) (e.g., for the affected Local Channel, Interoffice Channel, DS1 Basic Channelization System and associated Central Office Channel Interface(s), and 1.544 Mbps elements of service associated with higher capacity Central Office Channel Interface channelization element(s), where the trouble is on the public right-of-way). Credits will be applied through normal administrative processes and the dollar amount will be reflected on the customer's bill. Ratcheting, to account for BellSouth SWA services, will be applied to BellSouth DS1 Diverse service interruption credits. A customer must report the outage in order to receive credit. The credits will apply no more than once per month and the total of all credits, including those in other sections of this Guidebook, shall not exceed the monthly rate for service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup>

(N)

## (B) When a Credit Allowance Applies (Cont'd)

## (13) Service Assurance Warranty (SAW)

Credit allowances for service interruptions on DS1 Special Access Service subject to term plans renewed after April 4, 2015, LightGate DS3 Service subject to term plans renewed after December 18, 2022, and DS1 Special Access and LightGate DS3 Services being provided on a month-to-month basis, including those circuits selected for an ACP discount, will be calculated as provided below. Section 2.4.4(B)(13) applies to DS1 Special Access or LightGate DS3 circuits when Section 2.4.4(B)(6) or (10) no longer applies.

No credit shall be allowed for an interruption period of less than 30 minutes. For each period of 30 minutes, or fraction thereof, that the interruption continues after the initial 30-minute outage, the Customer will be credited at the rate of 1/1440 of the monthly charges until the outage reaches 4 hours. When the total service interruption on the same service exceeds 4 hours, the Customer shall receive a SAW credit as follows:

- (i) For the initial 4-hour outage on DS1 Special Access Service, in a 30-day period, the Customer will be credited \$120.
- (ii) For the initial 4-hour outage on LightGate DS3 Service applicable to this section, in a 30-day period, the Customer will be credited \$380.
- (iii) Additional service interruptions that are 4 hours or greater that occur in the same 30-day period will be calculated at the rate of 1/1440 per 30-minute interval.

The total credit allowance available to the Customer, regardless of the number or type of service interruptions within a 30-day period, will not exceed 100% of the combined monthly rates per affected service.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

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## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup> (N)

## (C) When a Credit Allowance Does Not Apply

No credit allowance will be made for:

- (1) Interruptions caused by the negligence of the customer, the customer's end user or the customer/end user's authorized agent.
- (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
- (3) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.
- (4) Interruptions of a service when the customer has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service. Thereafter, a credit allowance as set forth in Section 2.4.4(B) applies.
- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement.
- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (7) Periods of temporary discontinuance as set forth in Section 2.2.1(B).

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
|  
(N)

(M1) Material now appears on 2nd Revised Page 31.

(M2) Material formerly appeared on 1st Revised Page 42.

## ACCESS SERVICE

## 2 - General Conditions

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.4 Credit Allowance for Service Interruptions (Cont'd) <sup>(1)</sup> (N)

## (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 (CC), no trouble found (NTF), or test okay (TOK).

## (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.

<sup>(1)</sup> Effective April XX, 2025, provisions for Credit Allowance for Service Interruptions in Southeast have been grandfathered in their entirety. New terms and conditions and credit amounts for Credit Allowance for Service Interruptions for Midwest, West, Southwest, and Southeast can be found in Part 4, Section 2 of this Guidebook.

(N)  
|  
(N)

## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after  
April XX, 2025)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

## 1. General

Service is considered to be interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Guidebook or the protective controls applied by the Telephone Company.

An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative. Telephone Company will not provide a credit for an interruption period of less than 48 hours. For applicable service interruption credit allowances see Credit Allowance Schedule chart.

## Credit Allowance Schedule

Interruption Period	Service	Applicable Credit
48 Hours or More	Metallic <sup>(1)</sup>	\$ 5.00
	Telegraph <sup>(1)</sup>	5.00
	Video <sup>(2)</sup>	10.00
	Direct Analog <sup>(1)</sup>	10.00
	Base Rate/DS0 <sup>(1)</sup>	15.00
	DS1	120.00
	DS3	380.00
	SONET PTP	500.00

<sup>(1)</sup> Effective November 20, 2019, this Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued. AT&T currently plans to discontinue this Service on or after June 30, 2024.

<sup>(2)</sup> Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add or change existing service arrangements will not be accepted. Following the expiration of the customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

(N)

## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after  
April XX, 2025)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA,  
IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC,  
TN, TX and WI

## 2. Special Access Services

A credit allowance for service interruptions applies to the Special Access services list in the Credit Allowance Schedule. A credit allowance will also apply to Message Station Equipment Recovery Charge, Administration and Maintenance of Priority Restoration, Network Reconfiguration Service, Transport Resource Management (TRM) Service and Diversity Service.

## 3. Diversity Service

A credit allowance for service interruptions applies to the Diversity Service as follows:

Telephone Company will not provide a credit for an interruption period of less than 48 hours. The credits applying herein, are for the Diversity Service portion of the customer's total monthly charges only. The credits available to the customer for the basic service, on which the Diversity is used, are as stated in other sub-sections of this credit allowance section.

## 4. Network Reconfiguration Service (NRS)

Telephone Company will not provide a credit for interruptions required to perform preventative or routine maintenance, or to perform software updates when Telephone Company has notified customer at least 24 hours prior to such occurrences.

(N)



## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

## 2.3.1 Credit Allowance for Service Interruptions (On or after April XX, 2025)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

## 5. Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (AL, FL, GA, KY, LA, MS, NC, SC, TN)

- (a) For Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring, Telephone Company will apply a credit for a service interruption when a single failure of the Telephone Company's equipment occurs resulting in a service outage of the entire system and the system does not automatically self-heal around the point of failure within one (1) second. Telephone Company will not apply a credit unless the customer reports the service interruption to the Telephone Company and the trouble is found in the Telephone Company equipment based on information provided by the network surveillance system associated with the service. The credit will equal the total of all the monthly charges for the highest level inoperative channelized service provided, however, Telephone Company will issue no more than one credit per any given rate element for any given month regardless of the number of interruptions occurring during that month. In Shared Network Arrangements as defined in this Guidebook, with OC-3 SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring Telephone Company will not apply a credit to the DS1 facility and/or DS1 Channel Interfaces of the connecting service user.

- (b) For service interruptions of individual channel interfaces on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring) and a BellSouth Dedicated Ring, and for interruptions of Basic Shared Ethernet LAN Access Links on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring), which do not constitute a total ring failure, credit shall be allowed for interruptions of one minute or more. The credit shall apply when the customer reports the interruption to the Telephone Company. The credit shall be at the rate of 1440/1440 of the monthly charge for the service element.

(N)

## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

## 2.3.1 Credit Allowance for Service Interruptions (On or after April XX, 2025)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

## 5. Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (AL, FL, GA, KY, LA, MS, NC, SC, TN) (Cont'd)

For all other service interruptions resulting from a failure of the Telephone Company's equipment for services connecting to a SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, credit shall be allowed for an interruption of 30 minutes or more. The credit will begin when the customer reports the interruption to the Telephone Company. This credit shall be at the rate of 1/1440 of the total monthly charges assessed for that portion of the highest-level channelized service that is interrupted for each period of 30 minutes or major fraction thereof that the interruption continues.

- (C) Credit allowances will not apply if service is interrupted during customer requested upgrades and/or additions to the SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, or during customer requested rearrangements.

(N)

## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

## 2.3.1 Credit Allowance for Service Interruptions (On or after April XX, 2025)

(B) When a Credit Allowance Does Not Apply - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

1. Credit allowances for service interruptions do not apply for the following services:

- (A) DecaMAN®
- (B) GigaMAN®
- (C) OPT-E-MAN®

2. Interruptions caused by the negligence of the customer, the customer's end user or the customer/end user's authorized agent.

3. Interruptions of a service due to the failure of equipment or systems provided by the customer or others.

4. Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.

5. Interruptions of a service when the customer has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service.

6. Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement.

7. Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.

(N)

## 2. General Conditions (Cont'd)

(N)

## 2.3 Billing Conditions (Cont'd)

## 2.3.1 Credit Allowance for Service Interruptions (On or after April XX, 2025)

(B) When a Credit Allowance Does Not Apply - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

8. Periods of temporary discontinuance as set forth in Section 2.1.5(C)

9. An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar.

10. Periods of interruption as set forth in Part 4, Section 13.2 of this Guidebook

11. Interruptions of a service due to commercial power failure.

12. Interruptions of a service due to Force Majeure condition, including acts of the United States of America or any state, territory, or political subdivision thereof, acts of nature or a public enemy, fires, floods, disputes, labor disruptions, criminal action against the Telephone Company, freight embargoes, earthquakes, volcanic actions, abnormal weather conditions and preparations therefor, wars, civil disturbances, cable cuts, pandemics, war, or other circumstances beyond the Telephone Company's control.

13. 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.

14. 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.

15. Trouble tickets that AT&T closed with the coding of came clear (CC), no trouble found (NTF), or test okay (TOK).

(N)