

**Qwest LD Corp.
Rate Schedule**

WASHINGTON

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

Accounting Code

A code consisting of two or more digits, which is available to customers for identifying individual users and thereby allocate the cost of long distance service.

Affiliate

Any entity (including any natural person or entity such as a corporation or partnership) controlling, under the control of or under common control with another entity.

Annual Period

The 12-month period commencing on the first day of the term and on each successive anniversary thereof.

Annual Revenue

The aggregate amount, prior to application of any discounts, charged by Qwest LD Corp. in an Annual Period.

Application for Service

A standard order form which includes all pertinent billing, technical, administrative, and other descriptive information which will enable the Company to provide telecommunications service to a customer.

Authorization Code

Unique numeric codes (usually consisting of five or more digits), which may be made available to customers and authorized users to identify themselves as being entitled to access and use the Company's services.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Authorized User

An individual, firm, corporation, or other entity authorized by the customer to utilize communications services provided by the Company.

Called Station

The terminating point to which a call is placed (also referred to as the terminating location).

Calling Station

The point from which a call is placed (also referred to as the originating location).

Company

Refers to Qwest LD Corp., d/b/a Qwest Long Distance.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Domestic Calls

Calls within the continental United States, to and from some regions of Hawaii, and to Alaska, Puerto Rico, Guam, US Virgin Islands and The Commonwealth of Northern Mariana Islands.

InterLATA

Communication between two different LATAs.

IntraLATA

Communication within a Local Access Transport Area (LATA).

Local Access and Transport Area (LATA)

A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Access Provider

A local exchange carrier or other entity which furnishes interconnection facilities between the customer's premises and the Company's point of presence (POP) in a LATA.

Local Calling Area

That area throughout which an exchange service customer, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Minimum Service Period

The minimum period of time during which the customer is obligated to pay for services provided by the Company.

Monthly Revenue

The aggregate amount, prior to the application of any discounts, charged by Qwest LD Corp. in a monthly period.

New Customer

Any person or entity that has not utilized any Qwest LD Corp. service in the prior 12-month period.

Premises

The space designated by a customer at its place or places of business for the provision of service.

Point of Presence (POP)

The Company's physical presence in a local calling area or LATA that is used for the purpose of transmitting telephone calls.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (CONT'D)

Presubscription

A service arrangement whereby the customer authorizes the local telephone company to route all interLATA and/or intraLATA calls to the Company.

Promotional Offerings

Discounts and/or other modifications to the Company's standard service offerings, which may be offered from time to time to customers using a particular service. Special Promotional Offerings may be limited to certain dates, times, and locations.

Service Date

The date the customer begins to utilize the service or the date that the service is made available for use by the customer or its authorized users, whichever is sooner.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

These regulations are added to those pertaining to specific service items in other sections. Any change in rates or regulations approved by appropriate governmental authority modifies all service terms and conditions.

2.2.1 UNDERTAKING OF THE COMPANY

- A. The furnishing of the communications services, under the terms of this Rate Schedule, will be provided by the Company alone, or in conjunction with services of other carriers. Service is available 24 hours per day, 7 days per week for the transmission of interLATA and intraLATA services.
- B. Service consists of the furnishing of transmission capabilities to customers, authorized users, and joint users for the placement and/or receipt of long distance calls between the locations specified herein. Such services are offered subject to the availability of the necessary facilities and equipment to provide the service.
- C. The Company, when acting at the customer's request and as its authorized agent, will make reasonable efforts to arrange for presubscription, interconnection, and other service requirements.

2.2.2 LIMITATIONS

- A. Service is offered subject to the availability of facilities and the provisions of this Rate Schedule.
- B. The Company reserves the right to refuse or discontinue furnishing services when necessitated by conditions beyond its control. Such conditions include, but are not limited to, a customer having call volume or calling patterns that result, or may result, in network blockage or other service degradation which adversely affects service or other customers of the Company.
- C. Service may be discontinued without notice to a customer by blocking traffic to certain cities or exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its services.
- D. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- E. A customer shall not use any service mark or trademark of the Company or refer to the Company in connection with any product, equipment, promotion, or publication of the customer without the prior written consent and approval of the Company.

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2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.2 LIMITATIONS (CONT'D)

- F. The customer shall not use, nor permit others to use, the service in a manner that could interfere with services provided to others, that could harm the facilities of the Company or others, or that is not consistent with any applicable law or regulation.
- G. The provision of service will not create a partnership or joint venture between the Company and the customer nor result in joint service offerings to their respective authorized users.
- H. Neither the Services provided pursuant to this Rate Schedule, nor the customer's obligations hereunder, may be assigned or otherwise transferred without the prior written consent of the Company.
- I. The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.3 TERMS AND CONDITIONS

- A. Service is provided on a monthly basis, 24 hours per day as described herein. For the purpose of computing charges in this Rate Schedule, a month is considered to have 30 days.
- B. The customer shall at all times comply with all applicable federal, state, and local statutes, ordinances, regulations, and orders of any commission or other governmental body. All customers are responsible for taking all the necessary legal steps for interconnecting their terminal equipment or communications systems with the Company facilities or services and shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.
- C. Except as otherwise provided in this Rate Schedule, service is provided and billed on the basis of one month, beginning on the Service Date and continuing until the expiration of the Minimum Service Period, or until service is otherwise cancelled. The customer shall accept and pay for each service for the Minimum Service Period. Upon expiration of the Minimum Service Period, services shall be automatically extended on a month-to-month basis unless the customer terminates service.
- D. The customer agrees to operate Company-provided equipment in accordance with the instructions of the Company or its authorized agent. Failure to do so will void any Company liability for interruption of service and may cause the customer to be responsible for damages to equipment pursuant to this Rate Schedule.
- E. The customer agrees to return all Company-provided equipment to the Company within a reasonable time from termination of service in connection with which the equipment was used. Equipment shall be in the same condition as when delivered to the customer, normal wear and tear only excepted. The customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the customer's failure to comply with this provision.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.3 TERMS AND CONDITIONS (CONT'D)

- F. The Company reserves the right of entrance for its employees, agents, or contractors to the premises of the customer, at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service removing the Company's equipment. The customer shall be responsible for making any necessary arrangements for the Company's entrance to the customer's premises.
- G. In the event the Company files suit or retains an attorney to enforce the terms of this Rate Schedule, the Company shall be entitled to recover, in addition to any other remedies, all attorneys' fees for in house and outside counsel, court costs, costs of investigation and any other related expenses in connection therewith.
- H. The remedies set forth herein shall not be exclusive and the Company at all times shall be entitled to all rights available to it under either law or equity.
- I. Except as otherwise provided herein, or as specified in writing by the party entitled to receive service, notices from the Company may be given orally or in writing to the person(s) whose names appear on the executed Application for Service.

2.2.4 LIABILITY

- A. The Company shall not be liable to customer or any other person, firm, entity, for any failure to perform its obligations under this Rate Schedule due to any cause or causes beyond its reasonable control, as determined by the Company.
- B. The Company is not liable for any act or omission of the customer, authorized user, or any other company or companies furnishing a portion of the service. In no event shall the Company or any of its affiliates be liable for claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, addition, or defect in any service, facility or transmission of any person or entity furnishing any portion of the service, facilities, or equipment associated with the service or for damages caused by services, facilities, or equipment furnished by such person or entity.
- C. The Company shall be indemnified and held harmless by the customer against any claim or loss, expense or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion of privacy, infringement of a copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary right, or any other injury to any person, property, or entity arising out of the material, data, information, or other content revealed to, used, or transmitted by the Company.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.4 LIABILITY (CONT'D)

- D. The Company shall not be liable for any defacement of or damages to the premises of a customer or authorized user resulting from the furnishing of service, which is not the direct result of the Company's negligence.
- E. The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of services or the attachment of instruments, apparatus, and associated wiring furnished by the Company on such customer's premises or by the installation or removal thereof, when such defacement or damage is not the direct result of the Company's negligence.
- F. The Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. Customers and authorized users indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any party or persons, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer, authorized user, or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment so used.
- G. In no event shall the Company or any of its affiliates be liable to a customer, its customers or any of their affiliates under this Rate Schedule for any loss of profit or revenue or for any incidental, consequential, indirect, punitive or similar or additional damages incurred or suffered as a result of incorrect or defective transmissions, or any direct or indirect consequences thereof, while using the services, performance, non-performance, termination, breach, or other action or inaction, on the part of the Company, under this Rate Schedule, even if the customer advises the Company of the foreseeability, possibility, likelihood, probability or certainty of such loss or damage.
- H. The customer shall indemnify and hold harmless the Company, its directors, officers, employees, and agents, successors, and assigns, from all damages, costs, expenses and liabilities, including all attorneys' fees and disbursements, sustained by the Company in any action commenced by any third party and arising in connection with the customer's performance of its obligations and duties under this Rate Schedule; and the customer shall indemnify and hold the Company harmless from and against any and all claims arising from or relating to the Company's provision of facilities or services to customer under this Rate Schedule.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.4 LIABILITY (CONT'D)

- I. The Company's liability for damages arising out of any additions, omissions, interruptions, delays, mistakes, errors, or defects in the transmission occurring in the course of furnishing the service or facilities, shall in no event exceed an amount that is equivalent to the proportionate charge for the period of service during which the fault in transmission occurs.
- J. In no event shall the Company or any of its affiliates be liable to the customer, its customers or any of their affiliates under this Rate Schedule for damages to customer's supplier's interconnection facilities resulting from the furnishing of services, including the installation and removal of equipment and associated wiring.
- K. In no event shall the Company or any of its affiliates be liable to the customer, its customers or any of their affiliates under this Rate Schedule for any act or omission of any other entity furnishing a portion of the service, facilities or equipment associated with the service or for damages caused by services, facilities or equipment furnished by such entity.
- L. The Company shall be entitled to take, and shall have no liability whatsoever for any action as deemed necessary or appropriate by the Company to bring the services or its practices into conformity with any rules, regulations, orders, decisions, or directives of the Federal Communications Commission or other governmental agency. The customer shall cooperate fully with the Company and take all actions, as may be requested by the Company, to comply with any such rules, regulations, orders, decisions or directives.

2.2.5 CANCELLATION OF SERVICE BY A CUSTOMER

A customer may discontinue service, either in part or in its entirety, provided that the customer has fulfilled all Minimum Service Period obligations.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.6 USE OF SERVICE

- A. The Company's services may not be used for the unlawful or unauthorized provision of telecommunications services.
- B. Service furnished by the Company may be used for one or more of the following:
 - for the transmission of communications by the customer;
 - for the transmission of communications by an authorized user as defined herein;
or
 - for the transmission of communications to or from a customer of another common carrier, which has subscribed to the Company's communications services.
- C. The customer shall not use nor permit others to use the service in a manner that could impede or interfere with the services provided to others, that could harm the facilities of the Company or others, or that is inconsistent with any applicable law or regulations.
- D. No person, firm, corporation, agency, customer, authorized user or other entity shall resell nor permit others to resell the Company's services without the prior written consent of the Company.

2.2.7 PAYMENT ARRANGEMENTS

- A. The customer is responsible for payment of all charges for services furnished to the customer and/or authorized users. This responsibility is not changed by virtue of any use, misuse, or abuse of the customer's service or customer-provided equipment or facilities by third parties, including, without limitation, the customer's employees or the public.
- B. Billing will be payable upon receipt. Amounts not paid within 30 days after the invoice is rendered will be considered past due. A late payment charge at the rate of 1.50% per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law) may accrue upon any unpaid amount commencing five days after the date the payment is past due. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's late payment charge applies to all past due amounts, if applicable.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.7 PAYMENT ARRANGEMENTS (CONT'D)

- C. Nonrecurring charges are payable when the service for which they are specified has been ordered. If an entity other than the Company (e.g., another carrier or supplier) imposes or will impose charges on the Company in connection with an ordered service, those costs will also be charged to the customer.
- D. If an entity other than the Company (e.g., another carrier or supplier) imposes charges on the Company in connection with the provision of any aspect of the service, the customer shall pay all such charges, either directly to the local access provider or to the Company. The Company, at its sole discretion, reserves the right to reimburse or waive such charges.
- E. All stated charges in this Rate Schedule are computed by the Company exclusive of any federal, state, local, use, excise, gross receipts, sales or privilege taxes, duties, fees or similar liabilities. Such taxes, fees, etc., shall be paid by the customer.
- F. Any objections to billed charges must be promptly reported to the Company or its authorized agent(s). Adjustments to invoices shall be made to the extent that circumstances exist which reasonably indicate that such charges are inappropriate.
- G. In the event the Company incurs fees or expenses in collecting, or attempting to collect any charges owed the Company, or to otherwise enforce the provisions in this Rate Schedule, the customer will be liable to the Company for the payment of all such fees and expenses. Such fees and expenses may include, but are not limited to, attorney's fees, court and other costs, costs of investigation, and any other related expenses in connection therewith.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.7 PAYMENT ARRANGEMENTS (CONT'D)

- H. Payment of bills for service may be made by any means mutually acceptable to the customer and the Company. Payment that is not honored or paid by the customer's designated financial institution will be considered as nonpayment. A charge will apply whenever a payment for service on an active account is not accepted by the customer's designated financial institution. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's return payment charge applies.

CHARGE

- Returned Payment Charge, per occasion \$10.00

- I. If a check, draft, or other payment instrument remitted by a customer or authorized user is dishonored two or more times during a 12-month period, the Company may refuse acceptance of further such payment methods and place the debtor on a cash basis. Under a cash basis, the Company may require payment in the form of U.S. currency, money orders, or an instrument that is guaranteed or issued by a third party that is acceptable to the Company.

- J. The applicant or customer may be required to make a deposit to be held as a guarantee for the payment of charges for services furnished. When service is terminated, the amount of the deposit, with interests will be applied to any indebtedness to the Company. A deposit will be refunded or credited to the customer's account after 12 months if the customer has not been delinquent in payment. Interest will be paid on all deposits at the rate based upon a simple average of the effective interest rate for new issues of 26-week treasury bills, computed from December 1, of each year, continuing through November 30, of the following year. Deposits will earn that interest rate during January 1, through December 31, of the subsequent year. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's deposit policy applies.

- K. In the event that a customer's account becomes delinquent, the Company may require the prepayment of additional months of actual or estimated recurring and/or nonrecurring charges for the services ordered hereunder as a condition of the continued provision of all such services. The Company also reserves the right to eliminate or otherwise modify any discounts applicable to any service being supplied to the customer under such circumstances.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.8 CHANGE IN SERVICE ARRANGEMENT

When a change in service arrangement involves the use of facilities or services furnished by the Company, installation charges do not apply to the facilities or services continued in use. The Minimum Service Period for the facilities or services continued in use is determined by the date of the initial acceptance thereof.

2.2.9 RESTORATION OF SERVICE

The use and restoration of service provided in emergency situations shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

2.2.10 INSPECTION

The Company, or its authorized agents, may, upon reasonable notice, make such tests and inspections as may be necessary to determine that the premises are in compliance with the terms and conditions of this Rate Schedule, and with installation, operational, or maintenance specifications of the Company. If requirements are not met, the Company may interrupt the service at any time, without penalty to the Company.

2.2.11 CANCELLATION FOR CAUSE BY THE COMPANY

- A. The Company may, upon notice, discontinue the furnishing of services to a customer, without incurring any liability, upon a violation of any of the provisions governing the furnishing of service under this Rate Schedule or any applicable laws, rules or regulations, or upon non-payment of any sum owed to the Company.
- B. The Company may immediately discontinue the furnishing of services to a customer without incurring any liability, if the Company determines that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities, or services.
- C. The Company may, upon notice, discontinue the furnishing of services to a customer, without incurring any liability, if the customer:
 - refuses to furnish information regarding the customer's credit-worthiness, its past or current use of common carrier services, or its planned use of services; or
 - provides false information pertaining to its credit-worthiness, its past or current use of common carrier services, or its planned use of services.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.11 CANCELLATION FOR CAUSE BY THE COMPANY (CONT'D)

- D. The Company may immediately discontinue the furnishing of services to a customer, without incurring any liability, if the customer uses, or attempts to use, service with the intent to avoid payment, either in whole or in part, by rearranging, tampering with, or making connections to the Company's service which is not authorized by this Rate Schedule or by using tricks, schemes, false or invalid accounts numbers, false credit devices, electronic devices, or any other fraudulent means or devices.
- E. The Company may immediately discontinue the furnishing of services to a customer upon written notice, without incurring any liability, if a voluntary or involuntary proceeding is commenced by or against the customer in any jurisdiction seeking liquidation, reorganization or other relief under any bankruptcy or similar law; or if the customer makes an assignment for the benefit of creditors which is not dismissed within 60 calendar days of filing; or the customer generally does not pay, or is not able to pay their debts as they become due.
- F. The Company may immediately discontinue the furnishing of services to a customer upon at least eight business days written notice, without incurring any liability, if the customer fails to perform or observe any regulation or obligation set forth under this Rate Schedule and any such failure remains unremedied after receipt of a notice from the Company informing the customer of such failure.
- G. Discontinuance of services by the Company pursuant to this section shall not relieve the customer of any Minimum Service Period obligations or any other obligation to pay the Company for charges due and owing for facilities and/or services furnished up to the time of discontinuance.
- H. The remedies set forth herein shall not be exclusive and the Company at all times shall be entitled to all rights available to it under either law or equity.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.12 TESTING AND ADJUSTMENTS

Upon reasonable notice, the facilities, equipment, and/or services provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.13 RESERVED FOR FUTURE USE

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.14 INTERCONNECTION WITH OTHER CARRIERS

- A. Service furnished by the Company may be connected with services or facilities of another participating carrier, authorized user, or joint user. Such interconnection may be made at a Company terminal or entrance facility, at a terminal of another carrier, or at the premises of a customer or an authorized user. Service furnished by the Company is not part of a joint undertaking with such other carriers.
- B. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the Company and other carriers shall be provided at the customer's expense. Upon written request and acting as his authorized agent, the Company will use its best efforts to make the necessary arrangements for such interconnection.
- C. Service furnished by the Company may be interconnected with the facilities or services of another carrier under the terms and conditions of catalogs/rate schedules applicable to such connections. Service may not be arranged for resale by any customer, user, or other entity, without the prior written consent of the Company.
- D. The Company may order interconnection facilities and/or initiate the presubscription process on behalf of a customer if the customer furnishes the Company with a Letter of Agency. The customer's use of interconnection facilities shall conform to the regulations, terms, and conditions under which the carrier provides such access. The customer shall bear the ultimate responsibility for all aspects of the local interconnection facility including, but not limited to, ordering, testing, installation, maintenance, use, and payment of such facilities.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.15 ALLOWANCE FOR INTERRUPTIONS

- A. The customer may be eligible for an Allowance for Interruption in service, subject to the following conditions:
1. A Service Interruption shall be deemed to have commenced upon verifiable notification thereof by the customer to the Company, or when indicated by network control information actually known to the Company's personnel, whichever is earlier. Each such interruption shall terminate upon restoration of the affected service, when it is determined to be operative.
 2. An Allowance for Interruption shall be granted only for Service Interruptions resulting from the unavailability of the circuits arranged by the Company to the customer and shall not be granted if the interruption of any service is due to an outage or other defect occurring in the facilities furnished by any other carrier.
 3. An interruption period begins when the customer reports to the Company that the service has been interrupted and releases it for testing and repair. An interruption period ends when the service is restored. If the customer reports the service to be inoperative but declines to release it for testing and repair, the service is deemed to be impaired, but not interrupted.
 4. If the customer elects to use the services of another carrier after any of the above interruptions, or during a period when the customer is unable to place a call using the Company's services, the customer shall pay the charges for the alternative service used.