
2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.15 ALLOWANCE FOR INTERRUPTIONS

A. (Cont'd)

5. For services that are subject to a monthly recurring charge, allowances for interruptions will be determined as follows:
 - a. When service is interrupted for a period of less than two hours, no credit allowance will be given.
 - b. When the service is interrupted for a period of two to 24 hours, the amount of the credit allowance shall not exceed 1/30 of the monthly recurring charge or charges for the circuit.
 - c. When the service is interrupted for a period over 24 hours, the amount of the credit allowance is 1/30 of the monthly recurring charge or charges for the circuit multiplied by the number of 24-hour periods during which the service was interrupted.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.15 ALLOWANCE FOR INTERRUPTIONS

A. (Cont'd)

6. Allowances for Interruptions shall be included in a subsequent monthly invoice. The amount of the credit allowance shall be determined by the Company and shall not exceed an amount equivalent to the proportionate charge for the period during which the service is interrupted. In no event shall usage charges be eligible for Allowances for Interruptions.
7. Allowances for Interruptions shall be granted upon a customer's request and at the Company's sole discretion. No credit allowances shall be made for:
 - a. Interruptions that are caused by the negligence of the customer or others authorized by the customer to use the customer's service.
 - b. Interruptions that are due to the failure of power, equipment, systems, or services not provided by the Company.
 - c. Interruptions during any period during which the Company or its agents are not afforded access to the premises where access lines associated with the customer's service are located.
 - d. Interruptions during any period when the customer or user has released the service to the Company for maintenance, rearrangement, or the implementation of a customer order.
 - e. Interruptions during any period when the customer or user has refused to release the service for testing or repair.
 - f. Interruptions during any period when the non-completion of calls is due to network busy conditions.
 - g. Interruptions not promptly reported to the Company.

2.2.16 SPECIAL SERVICES

The Company provides discounted rates to employees, pensioners, officers, directors or board members and employees, pensioners, officers, directors or board members of affiliates of the Company who subscribe to the Company's services.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.16 SPECIAL SERVICES (CONT'D)

Per RCW 80.36.195, each telecommunications company providing intrastate interexchange voice transmission service shall offer discounts from otherwise applicable long distance rates for service used in conjunction with the statewide relay service authorized under RCW 43.20A.725. Such long distance discounts shall be determined in relation to the additional time required to translate calls through relay operators. In the case of intrastate long distance services provided pursuant to tariff, the commission shall require the incorporation of such discounts. For intrastate calls handled by a relay service, the Company will discount relay service calls by 50% off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired (for discounts for Qwest customers who are hearing, speech or visually impaired, refer to 3.1.2.). The above discount applies only to time sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

2.3 SPECIAL TAXES, FEES, CHARGES

Insofar as practicable, any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its exchange customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company.

2.4 RESERVED FOR FUTURE USE

2.5 RESERVED FOR FUTURE USE

2.6 RESERVED FOR FUTURE USE

2.7 RESERVED FOR FUTURE USE

2.8 PAYMENT FOR SERVICE

A. Duplicate Bill Charges

In the event a customer requests a reprint of a monthly bill that is greater than six months old, a duplicate bill charge may apply. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's duplicate bill policy applies.

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