

REPORTING OF SERVICE INTERRUPTIONS FOR BILLING ADJUSTMENTS  
(INTERRUPTION ALLOWANCE)

<u>Class of Service</u>	<u>Interruption Period Reportable</u>	<u>Method of Timing Interruption</u>	<u>Method of Reporting (See Note Below)</u>
<u>TWX</u>	24 consecutive hours or more.	Each 24 consecutive hours and major fraction thereof from time reported by customer or detection by Company until clearance.	Report whole days: First consecutive 24 hours is one whole day and each successive 24 consecutive hours or <u>major</u> fraction is one day.
<u>WATS</u> Full-Time	Two hours or over.	From time reported by customer or detection by Company until clearance.	Report total number of hours or major fraction as whole hours for interruptions lasting two hours or more.
Measured	24 consecutive hours or more.	Each 24 hours consecutive and major fraction thereof from time reported by customer or detection by Company until clearance.	Same as for TWX.
<u>Local Exchange Service</u>	24 hours or over.	From time reported by customer or detection by Company until clearance.	Report whole days: Consider <u>any</u> fraction of a day as an additional day.
<u>Foreign Exchange</u> Exchange Service	Same as Local Exchange Service.		
Interexchange Channel	30 minutes or over.	From time reported by customer or detection by Company until clearance.	Report in half-hour multiples for each 30 minutes or major fraction.

Note: Auxiliary services such as Data-Phone or Data-Phone Teletypewriter connected solely to any of the above services shall be included in the interruption allowance.

APPENDIX 1, SECTION 660-195-013 SW

<u>Class of Service</u>	<u>Interruption Period Reportable</u>	<u>Method of Timing Interruption</u>	<u>Method of Reporting (See Note Below)</u>
<u>Mobile Telephone Service</u>	Any consecutive period in excess of 24 hours.	From time reported by customer or detection by Company until clearance.	Report whole hours for each hour or major fraction over 24.
<u>Private Line Teletypewriter and Morse Services and Channels - 60, 75, and 100 wpm and 150 Bauds</u>			
Interexchange	30 minutes or over.	No credit is given for that part of the time lost which is made up later in the same day at customer's request by an additional simultaneous service or by overtime on the regular service. From time reported by customer or detection by Company until clearance.	Report half-hour multiples for each 30 minutes or major fraction. Do not include time made up.
Intraexchange	One hour or over.	From time reported by customer or detection by Company until clearance.	Report whole hours for each hour or major fraction.
<u>Private Line Telephone Service and Channels</u>			
<u>Full Period</u>			
Interexchange	30 minutes or over.	From time reported by customer or detection by Company until clearance.	Report half-hour multiples for each 30 minutes or major fraction.
Intraexchange	24 hours or over.	From time reported by customer or detection by Company until clearance.	Report whole days for each 24 hours or major fraction after first 24 hours.

**Note:** Auxiliary equipment such as Data Sets or Teletypewriters connected solely to any of the above services shall be included in the interruption allowance.

<u>Class of Service</u>	<u>Interruption Period Reportable</u>	<u>Method of Timing Interruption</u>	<u>Method of Reporting (See Note Below)</u>
<u>Short Period</u>			
When Period of Service is Less Than Four Consecutive Hours	When interrupting amounts to 1/6 or more of contract period.	No credit is given for that part of the time lost which is made up later in the same day at customer's request after service has been restored. From time reported by customer or detection by Company until clearance.	Report whole minutes for each minute or major fraction each day. Commercial will make adjustment on basis of 1/6 of contract period. Do not include time made up.
When Period of Service is Four or More Consecutive Hours	30 minutes or over.	No credit is given for that part of the time lost which is made up later in the same day at a customer's request after service has been restored. From time reported by customer or detection by Company until clearance.	Report half-hour multiples for each 30 minutes or major fraction. Do not include time made up.
<u>Channels For Remote Metering, Supervisory Control and Miscellaneous Signalling Purposes</u>			
Low Frequency (15 CPS)	Same as for P.L. Teletypewriter and Morse Services and Channels.		
Teletypewriter Grade 60, 75, and 100 wpm and 150 Bauds	Same as for P.L. Teletypewriter and Morse Services and Channels.		
Telephone Grade	Same as P.L. Telephone Service and Channels.		

Note: Auxiliary equipment such as Data Sets or Teletypewriters connected solely to any of the above services shall be included in the interruption allowance.

APPENDIX 1, SECTION 660-195-013 SW

<u>Class of Service</u>	<u>Interruption Period reportable</u>	<u>Method of Timing Interruption</u>	<u>Method of Reporting (See Note Below)</u>
Channels for Program Transmission	30 seconds or more.	In multiples of five minutes for each five minutes or fraction thereof. Two or more interruptions occurring during any period of five consecutive minutes is considered as one interruption. From time reported by customer or detection by Company until clearance.	Report in multiples of five minutes for each five minutes or fraction over first 30 seconds.
Channels for Video Transmission - S-T	Same as Channels for Program Transmission.		
Channels for CATV Systems	Two hours or more.	From time reported by customer until clearance.	Report total hours including major fractions of an hour as one hour.
Channels for Television Transmission for Use in ETV Systems	Same as for CATV.		
Channels For Data Transmission	30 Minutes or Over	From time reported by customer or detection by Company until clearance.	Report half-hour multiples for each 30 minutes or major fraction.

Note: Auxiliary equipment such as Data Sets or Teletypewriters connected solely to any of the above services shall be included in the interruption allowance.