
SECTION 7 - ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont.)

7.4 A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

a. Interruptions of 24 Hours or Less

Length of Interruption	Interruption Period To Be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not Including 24 hours	One Day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

- b. Interruptions Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.
- c. Interruptions over 72 Hours. Interruptions over 72 hours will be credited 2 days for each full 24-hour period, no more than 30 days credit will be allowed for any one month period.

7.5 No credit allowance will be made for:

- (a) Interruptions due to the negligence of, or noncompliance with the provisions of the tariff's of MCImetro by, the Customer, User, or the common carrier providing service connected to the service of MCImetro.

SECTION 7 - ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont.)

7.5 No credit allowance will be made for: (Cont.)

- (b) interruptions due to the negligence of any person other than MCImetro, including but not limited to the Customer or other common carriers connected to MCImetro's facilities;
- (c) interruptions due to the failure or malfunction of non-MCImetro equipment;
- (d) interruptions of service during any period in which MCImetro is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (c) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to MCImetro for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- (g) interruption of service due to circumstances or causes beyond the control of MCImetro.

SECTION 8 - CLASSIFICATION OF CUSTOMERS AND USERS

8.1 The determination as to whether telephone service should be classified as Business or Residence is based on the character of the use to be made of the service. Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, Where the business use, if any, is incidental and where the major use is of a social or domestic nature, service is classified as residence service if installed in a residence.