

ACCESS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.10 Fast Packet Service Response Credits (SRC) (Cont'd)

(C) General (Cont'd)

(3) All service performance and provisioning measurements are conducted using Telephone Company monitoring systems and procedures. The Telephone Company may change these systems and procedures at its sole discretion. In performing measurements of overall Mean Time To Repair and Network Availability as set forth in 2.4.10 (F) and (G) following, the Telephone Company shall include data measured from throughout the territories covered by this tariff and The Verizon Telephone Companies Tariff F.C.C. No. 20 under Service Response Credit Programs offered in such tariffs.

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(4) To receive credit, the Telephone Company must receive from the customer a written request for credit within 30 calendar days of the end of the SRC monitoring period. The customer's request for credit must be submitted to the appropriate Telephone Company entity (office or interface) in a manner prescribed by the Telephone Company. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The SRC monitoring period is based on a calendar month.

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(D) Responsibility of the Customer

(1) General

To participate in the SRC plan, the customer must submit a subscription in writing, including a list of all qualifying rate elements. In addition, the customer must meet the qualifications set forth in 2.4.10(D)(2), following, for FRS and 2.4.10(D)(3), following for ATM CRS. The Telephone Company reserves the right to change, alter or discontinue the optional SRC plan at its discretion.

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(x) Issued under authority of Special Permission No. 04-xxx of the Federal Communications Commission.

Certain material previously found on this page can now be found on 1st Revised Page 2-55.3.

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