Rule No. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A. Credit Allowance for Interruption of Service

The Utility will credit a customer's bill in all cases where telephones (C) are out of service, not due to conduct of the customer, for a period of 24 (T) hours or more from the time the fact is reported by the customer or detected by the Utility, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the number of 24-hour periods out of (T) service to thirty days. (C)

When an out of service period exceeds 24 hours, credit allowance will be (T) given in successive 24-hour multiples for each 24-hour period or major frac- (C) tion thereof after the initial period. (C)

In no case will the credit allowance for any period exceed the total fixed charges for exchange service for the billing period. (T)

B. Temporary Suspension for Repairs

The Utility shall have the right to make necessary repairs or changes in (T) its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customers who may (T) be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers. (T)

When the Utility is repairing or changing its facilities, it shall take (T) appropriate precautions to avoid unnecessary interruptions of conversations or customers' service. (T)

C. Errors in Transmitting, Receiving or Delivering Oral Messages by Telephone

The Utility shall not be liable for errors in transmitting, receiving or (T) delivering oral messages by telephone over the lines of the Utility and connecting utilities. (T)

D. Loss Arising from Nondelivery of Written Messages

The Utility shall be liable for loss or damage which may occur in the (T) course of the employment of any messenger not to exceed twenty times the charge for such messenger service, and shall be liable for loss or damage that may occur in the transmission of any message over its lines not to exceed the amount received for sending same.