

# WILLAMETTE VALLEY FIBER

**Service Outage Policy:** In the event of an interruption of Service, WVF will use reasonable efforts to restore service promptly. Whenever an interruption occurs, WVF shall have no liability or obligation unless and until Customer has notified WVF using oral / telephone, electronic mail, and / or written communications or unless WVF has knowledge of such condition. The duration of any interruption will be calculated from the time the report of the interruption is made to WVF. In the event of any interruption, Customer shall, immediately upon request, grant WVF personnel or agents access to Customers premises and all pertinent equipment therein and reasonably assist and cooperate with WVF in remedying the interruption.

If the interruption is not due to an act or omission of the Customer,

And, in the case of Fiber Optic Service, exceeds thirty (30) continuous minutes, a credit will be granted for each 30 minute period equal to one part in 1440 of the monthly payment due for each circuit (or portion thereof) so affected;

Or in the case of Fiber Optic Service, exceeds sixty (60) continuous minutes, a credit will be granted for each 60-minute period that Fiber Optic Service is interrupted, equal to one part in 720 of the monthly payment due for each circuit (or portion thereof) so affected.

Except as otherwise provided above, WVF shall not be responsible for any actual, direct, indirect, incidental, consequential, or special damages whatsoever (including without limitation any damages claimed for loss of income, revenue, or profits or for loss of good will) arising out of any interruption of service.