

GENERAL PROVISIONS (Cont.)

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**SECTION 6 - DUTIES AND RESPONSIBILITIES OF THE
COMPANY FOR PROVIDING SERVICE**

- 6.1 The Company shall have among others the following duties and responsibilities:
 - 6.1.1 Keep a program of periodic tests, inspections and preventive maintenance directed to achieving an efficient operation of its system to provide safe, adequate and continuous service.
 - 6.1.2 Keep tests, outages and inspection records for a period of at least one year.
 - 6.1.3 Exert reasonable efforts to prevent service interruptions, however, when these occur it shall restore service with the least possible delay. In those cases of telephones reported as defective or their service interrupted, these shall be repaired or restored as soon as possible. The customer shall be credited for service not enjoyed due to circumstances under the Company's control. For the purpose of this provision, interruption shall mean the inability to originate and/or receive calls. Lack of service due to circumstances caused by the customer does not entitle him to the aforementioned adjustments. No adjustments shall be made when service interruption is caused by the lack of electric power when it is the customer's responsibility to provide it.
 - 6.1.4 Ensure reasonable access to telephone service for the hearing impaired as mandated by the Telecommunications for the Disabled Act of 1982.
 - 6.1.5 Provide an administrative procedure in order to safeguard the due process of law, according to the dispositions of the Law No. 33 of June 27, 1985.

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