

GENERAL PROVISIONS (Cont.)

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SECTION 7 - DUTIES AND RESPONSIBILITIES OF THE CUSTOMER

- 7.1 The customer shall have, among others, the following duties and responsibilities:
 - 7.1.1 Careful use of the equipment, lines and instruments provided.
 - 7.1.2 Report service interruptions to the Company's Repair Bureau.
 - 7.1.3 Shall not repair, disconnect, withdraw or attempt to repair the equipment or wiring property of the Company nor shall permit others to do so.
 - 7.1.4 The customer must rent from the Company the number of lines that may be necessary and sufficient in order to assure an adequate and continuous service within the quality required by all the rules of telephone operations and traffic engineering design criteria for the Company's communication network. The design criteria is based on the rule that for each thousand (1000) calls, no more than ten (10) will receive the busy tone indication during the time in which that particular line is at its maximum use. The aforementioned implies that one percent (1%) of all the calls offered during the busy hours of an average day will receive the busy tone indication.
 - 7.1.5 This rule of operation will apply to all communication services offered by the Company, including rented lines for business or residential services terminating in a primary station, PBX, Key Systems and other similar arrangements.
 - 7.1.6 The Company may require the compliance with this provision after the corresponding studies show that a customer's service is adversely affecting the service of other customers. If the customer refuses to comply with this provision, the Company, after ten (10) days written notice, may disconnect and may refuse to render service until the customer complies with said provision.
 - 7.1.7 The Company, however, may take immediate action, including disconnection and termination of service without notice to the customer when the existing condition is of such a nature that the Company may deem it necessary, to guarantee the telephone service to other customers.

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