**Section 731. 615 Remedies under Subpart F**

If a Level 2 carrier fails to comply with Section 731.610, it shall provide credits to the purchasing carrier in the following amounts:

a) For firm order confirmation and reject notice failures, Level 2 carriers shall provide credits equal to 20% of the monthly recurring charge for the service covered in Section 731.610(a);

b) For provisioning failures, Level 2 carriers shall provide credits equal to 20% of the monthly recurring charge for each day beyond the timeframe set forth in Section 731.610(b) that the Level 2 carrier fails to provision a wholesale service covered in Section 731.610(b);

c) For maintenance and repair failures, Level 2 carriers shall provide credits equal to 20% of the monthly recurring charge for each day beyond the timeframe set forth in Section 731.610(c)(1) and (c)(3) that the Level 2 carrier fails to clear a wholesale out of service trouble report for the services covered in Section 731.610(c)(1) and (c)(3) and 10% of the monthly recurring charge for every eight hours beyond the timeframe set forth in Section 731.610(c)(2) and (c)(4) that the Level 2 carrier fails to clear a wholesale out of service trouble report for the services covered in Section 731.610(c)(2) and (c)(4);

d) For loss notification failures, Level 2 carriers shall provide a credit of $1 per failure; and

e) For customer service record failures, Level 2 carriers shall provide a credit of $1 per failure.