

ADVANCED DATA SERVICES

## DESCRIPTION OF ADVANCED DATA SERVICES (Continued)

## 4.2 TRANSPARENT LAN SERVICES (Continued)

## 4.2.5 Service Level Agreements (SLA) (Continued)

To receive credit, the Company must receive from the Customer a written request for credit within thirty (30) calendar days of the end of the monitoring period to which the SRC relates. The Customer's request for credit must be submitted to the appropriate Company entity (office or interface) in a manner prescribed by Company. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The SRC monitoring period is based on a calendar month.

A. Operational Service Level Agreements (SLAs)1. Mean Time to Repair (MTTR)

MTTR is the average mean time for the Company to repair Customer-reported interruptions of service that are caused by conditions within the Company's network. A TLS service is interrupted when it becomes unusable to the Customer because of a failure of a facility component within the Company's network that is used to furnish service under this tariff.

MTTR Measurement

Under the MTTR SLA, the Company will measure the average Time to Repair (TTR) for Customer-reported interruptions in the services with respect to TLS Access Lines. For an interruption to be measured under this SLA, the Customer must report it to a Telephone Company-designated entity for the opening of a trouble ticket. The TTR is measured from the date and time a trouble ticket is opened by the Company and to the date and time when such ticket is closed by the Company. In measuring the TTR, any stop clock time or adjusted duration time associated with the trouble shall be subtracted from such measurement. For purposes of this measurement, stop clock time refers to

- a. periods when Customer testing is occurring;
- b. periods when the Company is awaiting the Customers authorization to commence work on a TLS Access Line;
- c. periods when the Company is denied access to the Customers premises or facilities as necessary to diagnose, repair or test;
- d. periods following a repair of a TLS Access line when the ticket is held open by the Customer to ensure the trouble is resolved; and
- e. any time period during which any of the SLA Exclusions listed in Section 4.2.5 (D), following existed.