

SECTION 5 - OBSOLETE SERVICE OFFERINGS, (Cont'd.)

5.10 National Frame Relay Service (NFR), (cont'd.)

5.10.3 Terms and Conditions

A. Service Level Agreement (SLA)

1. The SLA will be applied and measured over a calendar month as specified. These measurements represent the minimum level of performance that is acceptable and are set accordingly. SLA applies to National Ports and National PVCs only. Performance Objectives and Credit Allowances will apply for Customers who have five (5) or more nodes in service during the entire month.
2. Objectives to be measured are:
 - Network Availability
 - MTTR
 - Frame Delivery
 - Transit Delay
3. Calculations for the above objectives will be based on the Customer call to the Network Operations Center (NOC) to establish a trouble report. Outage time begins when the Customer reports the trouble and ends when the Company notifies the Customer that the problem has been resolved.
4. A PVC or Port can only receive one service credit during any one calendar month. PVCs that receive a credit for failure to meet Network Transit Delay or Frame Delivery Performance objectives will not be included in the calculation for Network Availability.
5. Only National Ports, National PVCs and Company-provided local access are eligible for SLAs.