

AT&T Communications of New York, Inc.
P.S.C. No. 22 -- Telephone
Custom Network Services
Effective Date: July 21, 2010

Section 32
Leaf No. 4
Revision: 0
Superseding Revision:

SECTION 32 - AT&T OPTIMUM SERVICE

32.2 REGULATIONS (Cont'd)

32.2.5 Maintenance Guarantee (Cont'd)

A. Calculation of Credit

When service is interrupted on switched or special access line(s) for a continuous period of six hours or more a credit will apply. If more than one interruption occurs during a given month, each interruption is considered independently for the application of credit. The total credit for a given month cannot exceed 100% of the total usage charges incurred on such line(s) for the previous billing month. This credit is described in 1. and 2. below. If there are no usage charges for the previous month, the credit will be calculated based on the current month's usage charges.

1. Interruption of 24 Hours or Less

- (a) When service is interrupted for a continuous period of less than six hours, no credit will apply.
- (b) When service is interrupted for a continuous period of six hours to 24 hours, the Customer will receive a credit equal to 10% of the previous month's usage charges incurred on such line(s).

2. Interruptions Over 24 Hours

When service is interrupted for a continuous period of 24 hours or greater the Customer will receive the greater of: 1) a credit of 1/30th of the previous month's total usage charges incurred on such line(s) for each 24-hour period, or fraction thereof, or 2) a single credit equal to 10% of the previous month's total usage charges.

Credit allowance does not apply under conditions specified in AT&T's Business Service Guide.

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