

AT&T Communications of New York, Inc.  
P.S.C. No. 22 -- Telephone  
Custom Network Services  
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## SECTION 14 - AT&T 800 GOLD<sup>SM</sup> SERVICE

### 14.2 REGULATION (Cont'd)

#### 14.2.4 Guarantees (Cont'd)

##### B. AT&T 800 Gold Service Repair Guarantee

The AT&T 800 Gold Service Repair Guarantee applies to AT&T 800 Gold Service. The AT&T 800 Gold Service Repair Guarantee is in addition to the AT&T 800 Gold Service Uninterrupted Service Guarantee.

##### 1. AT&T 800 Gold Service Repair Guarantee

AT&T will repair the AT&T 800 Gold Service - Nodal interruption within five hours from the time the Customer reports an interruption to AT&T or a credit will apply. The credit will be equal to a percentage of the total AT&T 800 Gold Service - Nodal usage charges associated with the interrupted 800 number termination(s) with the interruption for either the calendar month immediately prior to the interruption or, if no usage charges exists in that prior month, for the calendar month of the interruption. AT&T will apply the credit to the Customer's bill in the amount shown in the following table:

<u>Length of Interruption</u>	<u>Credit Per Trouble</u>
Over 5 hours	5.0%

If more than one interruption is reported on an 800 number termination in a given month, each subsequent interruption is considered independently in calculating total credits for that 800 number termination. Cumulative credit allowances may not exceed 100% of the total usage revenue of the number termination of the calendar month of the interruption. Credit may not be carried over to subsequent months.

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