

AT&T Communications of New York, Inc.
P.S.C. No. 22 -- Telephone
Custom Network Services
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Section 14
Leaf No. 4
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SECTION 14 - AT&T 800 GOLDSM SERVICE

14.2 REGULATION (Cont'd)

14.2.4 Guarantees (Cont'd)

A. AT&T 800 Gold Service Uninterrupted Service Guarantee (Cont'd)

3. AT&T will route the calls to one of the AT&T 800 Services to which the Customer currently subscribes per this Company's FCC Tariff No. 2.
 - a. If the AT&T 800 Gold Service interruption occurs due to a failure of an AT&T tariffed service, and the Customer is unable to receive AT&T 800 Gold Service calls on the interrupted service, AT&T will apply a daily credit to the bill for the alternative AT&T 800 service to which the Customer currently subscribes for each day, or portion thereof, that the Customer's service remains interrupted. The amount of the daily credit will be equal to the average daily charges of the interrupted service for either the calendar month immediately prior to the interruption or, if no usage charges exist in that prior month, for the calendar month of the interruption.
 - b. If the AT&T 800 Gold Service interruption occurs due to a failure of an AT&T tariffed service, and the Customer is still able to receive AT&T 800 Gold Service calls on the interrupted service, the Customer is responsible for all usage charges incurred as a result of these AT&T 800 calls pursuant to the tariffed rate schedule of the alternate AT&T 800 Service.
 - c. If the AT&T 800 Gold Service interruption occurs due to the failure of power, equipment or systems not provided by the Company, then the Customer is responsible for all usage charges incurred as a result of the AT&T 800 calls pursuant to the tariffed rate schedule of the alternative AT&T 800 Service.

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

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