

BELLSOUTH LONG DISTANCE, INC.

d/b/a AT&T Long Distance Service

New York Tariff No. 3 - Telephone

Effective Date: April 3, 2011

Section 9

Leaf No. 14

Revision: 0

Superseding Revision:

SECTION 9 – INTEGRATED SERVICE PACKAGES***9.2 BellSouth® Business Class Family of Services, (Cont'd.)****9.2.5 90-Day Customer Satisfaction Guarantee**

The Company offers a "90-Day Customer Satisfaction Guarantee" to Customers who subscribe to the BellSouth® Business Class Family of Services. This guarantee applies to all BellSouth® Business Class Family of Services ("Eligible Services") and expires ninety-one (91) days after the installation and Availability of Service date of all network components required to fulfill the Customer's initial order for Eligible Services.

The 90-Day Customer Satisfaction Guarantee allows the Customer to terminate Eligible Services, without any termination liability, during the first ninety-day period following installation and the Availability of Service date for all Eligible Services in the Customer's initial order for Eligible Services if, at any time during this ninety-day period, the Customer is not completely satisfied with the service or network performance. Additionally, in the event the Customer invokes this 90-Day Customer Satisfaction Guarantee, the Company will issue a credit to the Customer for any related domestic BellSouth® Dedicated Access service purchased from the Company in an amount equal to the applicable installation charges incurred by the Customer but not exceeding the equivalent of ninety-six (96) DS-0 or four (4) DS-1 local channels.

The 90-Day Customer Satisfaction Guarantee is limited to the Eligible Services only and does not apply to any other services offered by the Company or any of its affiliates, and does not apply to Customers Premises Equipment (CPE) connected to any of the BellSouth® Business Class Family of Services.

* This service has been grandfathered effective April 27, 2007. No new customers will be provisioned under this service after this date.

Carol Paulsen, Director Regulatory
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