

**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. 16  
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, (cont'd.)**

In Order to invoke this guarantee, the Customer must notify the Company in writing, via U.S. Mail or e-mail, stating in detail the reason for the Customer's dissatisfaction with the network performance of the Eligible Services. The Company will have fifteen (15) days from the Company's receipt of such notice to resolve the network performance issues raised by the Customer. If, at the end of this 15-day period, the Company has failed to resolve the Customer's concerns, the Company will release the Customer from any Term obligations associated with the Customer's contract for Eligible Services. Correspondence regarding issues of levels of service or network performance and this 90-Day Customer Satisfaction Guarantee should be directed to:

Via U.S. Mail to:  
BellSouth Long Distance, Inc.  
Attn: Customer Care Manager  
10201 Centurion Parkway North  
Suite 400  
Jacksonville, Florida 32256

Or via Email to: [service.care@bellsouth.com](mailto:service.care@bellsouth.com)

The 90-Day Customer Satisfaction Guarantee does not apply when the deteriorated service levels or lack of network performance are caused by the Customer (e.g., problems caused by the Customer's re-grooming of Customer's internal network components, or by CPE connected to the Company's services, etc.) or caused by a force majeure event beyond the Company's control, including but not limited to acts of God, fire, flood, explosion, storm, labor strikes, lockouts, insurrections, acts of terrorism, riots, wars (declared or undeclared), acts of government authority, or of any civil or military authority, or any national emergency.

\* 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  
208 South Akard Street, Dallas, Texas 75202