

**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. 15  
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.)**

This guarantee does not relieve the Customer from any other obligations to the Company, including but not limited to charges for services not part of the BellSouth® Business Class Family of Services, installation charges for Eligible Services other than for BellSouth® Dedicated Access service local channels, installation charges for BellSouth® Dedicated Access service local channels exceeding the equivalent of ninety-six (96) DS-0 or four (4) DS-1 local channels, usage and/or "per-minute" charges for Eligible voice Services, applicable monthly charges for Eligible Services incurred up to the date such services are terminated, or charges associated with other BellSouth® Business Class Family of Services ordered subsequent to the Customer's initial order.

All of the following conditions must be met in order for the Customer to be eligible to receive the 90-Day Customer Satisfaction Guarantee:

- (A) The Customer must be a new Customer. For purposes of eligibility to receive the 90-Day Customer Satisfaction Guarantee, a new Customer is defined as a Customer that has not received any service from the Company in the twelve (12) month period preceding the execution of the current BellSouth® Business Class Family of Services agreement.
- (B) The Eligible Services are not provided as part of a Customized Pricing Arrangement (CPA), unless otherwise stated in the CPA.
- (C) The Customer must be in good credit standing (i.e., not more than 60 days past due on any Company invoice).
- (D) All services in the Services Agreement must have been made available and ready for use by the Company and accepted by the Customer as of the Availability of Service date.

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

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Carol Paulsen, Director Regulatory  
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