## (A) Frame/Cell Delivery Ratio

For SBC PremierSERV ${ }^{\text {SM }}$ ATM and Frame Relay Services provided to the Customer, Company is committed to maintaining data throughput across the Company-provided, Customer-specific network at a Frame/Cell Delivery Ratio of 99.99\% per PVC/VPC/ VCC from ingress switch port to egress switch port during each calendar month, under normal conditions.

