

PSC NO: 1 LOCAL EXCHANGE SERVICE
 SBC Long Distance, LLC d/b/a SBC Long
 Distance, d/b/a AT&T Long Distance
 Initial Effective Date: February 9, 2006

Leaf: 181
 Revision: 0

Superseding Revision:

(A) The calculation for the average Network Availability for a given calendar month shall be as follows:

$$\text{Network \% Availability} = 1 - \left(\frac{\text{Total minutes of PVC/VPC/VCC network outage time per month x}}{\text{Total \# of PVC/VPC/VCCs x 24 hours x days per month x 60 minutes}} \right)$$

The following shall be excluded from any “network outage time”:

- Force majeure;
- Data lost during the Company’s scheduled maintenance window;
- Failures due to facilities or equipment provided by another party or the Customer;
- Failures due to unauthorized use of Service or inaccurate network specifications requested by the Customer;
- Failures due to negligence or willful misconduct by the Customer;
- Customer “no access” time as defined below:
 - Customer not available;
 - Coordinated Vendor meeting;
 - Abeyance on Customer request;
 - After hours testing because no Customer daytime release; or
 - Tickets referred to another party;
- Access failures, (if Access is not provided by Company)

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