

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: 175
Revision: 0

Superseding Revision:

Upon verification by the Company that the actual repair time for any PVC/ VPC/VCC, Port or Port and Access exceeded the 4 or 8 hour maximum described above, the Customer will be entitled to a service credit equal to:

-- 50% of the monthly recurring charges for all affected Ports and/or PVC/ VPC/VCCs for month in which the outages occurred.

11.1.3 Time to Provision

For SBC PremierSERVSM ATM and Frame Relay Services provided to the Customer, the Company is committed to completing all service orders by the due date. In the event that the Customer requests a due date different from one shown on original order, a new due date is issued and replaces the original due date. Time to Provision includes Access and equipment when provided by the Company.

(A) The following shall be excluded from any determination of Time to Provision:

- Force majeure;
- Inability by the Company to test because of no-access by the Customer;
- Customer testing when Customer Equipment is not installed and the Customer overall tests are not completed at due date;
- Due dates missed or rescheduled at the Customer's request;
- Inability by the Company to test or complete the order because of failures or not-ready conditions due to facilities or equipment provided by another party or the Customer.

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