

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: 171
Revision: 0

Superseding Revision:

11. PACKET DATA SERVICES

11.1 General Terms

11.1.1 Standard SBC PremierSERVSM ATM/Frame Relay Service Level Agreement (SLA)

The Standard SBC PremierSERVSM ATM/Frame Relay SLA applies to Customers who purchase SBC PremierSERVSM Asynchronous Transfer Mode (ATM) offered in Section 11.5 or SBC PremierSERVSM Frame Relay Service offered in Section 11.6 of this tariff. When the Customer purchases SBC PremierSERVSM ATM or Frame Relay Service, Customer accepts the Standard SBC PremierSERVSM ATM/Frame Relay SLA for those new SBC PremierSERVSM ATM or Frame Relay Service elements and any existing ATM or Frame Relay Service elements provided on the same network as those new SBC PremierSERVSM ATM or Frame Relay Service elements. The Standard SBC PremierSERVSM ATM/Frame Relay SLA is available at no additional cost to the Customer. The total amount of the Service credit the Customer receives for any Port or PVC/ VPC/VCC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC/VPC/VCC. The Standard SBC PremierSERVSM ATM/Frame Relay SLA will apply until Service is disconnected.

(A) Frame/Cell Delivery Ratio

For SBC PremierSERVSM 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.

Issued by: Carol Paulsen, Director-Regulatory Relations, San Antonio, Texas 78215