

PSC NO: 1 TELEPHONE  
SBC Long Distance, LLC d/b/a SBC Long  
Distance  
Initial Effective Date: May 5, 2005

Leaf: 185  
Revision: 0

Superseding Revision:

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- PVCs that transmit data across oversubscribed ingress or egress ports, which includes data not marked "discard eligible" and instances where the cell loss priority equals one (1).
- Serialization/insertion delay, defined as the time required to collect bits at the router or switch and transfer to Customer's local loop circuit, will be excluded from the Latency calculation per the following formula:

Roundtrip

$$\begin{array}{lcl} \text{Delay serialization} & = & 2 * \frac{[\text{frame size (in bytes)} * 8]}{[\text{UNI line speed (in Kbps)}]} \\ \text{(in milliseconds)} & & \end{array}$$

(B) The Customer is responsible for notifying the Company when its average Customer-specific Frame/Cell delay falls below the committed level. The Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the excessive delay occurred.

Upon verification by the Company that the Customer-specific Frame/Cell delay did not meet the committed level, the Company has thirty (30) calendar days to correct the problem. If after thirty (30) calendar days the Frame/Cell delay is still greater than the committed level, the Customer will be entitled to a service credit equal to:

- 50% of the monthly recurring charges for all affected Ports and/or PVCs/ VPC/VCCs for the subsequent month in which the Customer-specific Frame/Cell delay was below the committed level.

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