PSC NO: 1 TELEPHONE   Leaf: 184
SBC Long Distance, LLC d/b/a SBC Long   Revision: 0
Distance
Initial Effective Date: May 5, 2005   Superseding Revision:

11.2.4 <u>Latency</u>

For SBC PremierSERV^{SM} ATM and Frame Relay Services provided to the Customer, the Company is committed to maintaining Frame/Cell delay across the Company-provided Customer-specific network according to the parameters below:

-- On average, less than or equal to 100 milliseconds roundtrip per PVC for all SBC PremierSERV^{SM} Frame Relay Service, including FRATM/VPC/VCC's;

-- On average, less than or equal to 100 milliseconds roundtrip per VPC/VCC for SBC PremierSERV^{SM} ATM Service with CBR, VBR-nrt and VBR-rt Quality of Service, VPC/VCCs

The Company guarantees their Frame Relay Service Level Latency Agreements (SLAs) based on a reference packet size. The recommended Frame Relay octet (byte) count is 128 octets per frame. The setting is controlled by the Customer premises equipment (CPE).

(A)   Latency is calculated as the amount of time, in milliseconds, it takes for a Frame/Cell to travel roundtrip across a PVC/VPC/VCC. If the Customer has a FRATM network, the parameters for Frame Relay Service will be applied.

The following shall be excluded from any determination of Latency:
-- Force majeure;
-- Data exceeding the subscribed Committed Information Rate (CIR) for Frame Relay or Sustained Information Rate (SIR) for ATM;
-- 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;
-- SBC PremierSERV^{SM} UBR VPC/VCCs;

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