

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

Leaf: 169
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Superseding Revision:

11.1.2 Time to Repair

For SBC PremierSERVSM ATM and Frame Relay Services provided to the Customer, the Company is committed to maintaining a 4-hour maximum repair time per PVC/VPC/ VCC, Port or Port and Access outage in all regions (or an 8-hour maximum repair time if a technician is required to be dispatched). This includes the Access and equipment when provided by the Company. This applies only to those troubles reported by the Customer to the Data Service Center (DSC).

(A) Elapsed time begins when the trouble call is received by the Data Service Center (DSC) and ends when the service is restored to normal operating performance.

The following shall be excluded from any determination of Time To Repair:

- Force majeure;
- Data lost during the Company's scheduled maintenance window;
- Failures due to facilities or equipment provided by another party or the Customer;
- Network Interface Device failures;
- Customer Equipment failures;
- 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.

(B) The Customer is responsible for notifying the Company of any outages that exceed the 4 or 8 hour maximum as described above. The Customer must request a service credit within forty-five (45) calendar days after the failure(s) occurred.

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