

PSC NO: 1 TELEPHONE
SBC Long Distance, LLC d/b/a SBC Long
Distance

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11.2 Premium SBC PremierSERVSM ATM/Frame Relay Service Level Agreement (SLA)

The Premium SBC PremierSERVSM ATM/Frame Relay SLA applies to Customers who purchase SBC PremierSERVSM Asynchronous Transfer Mode (ATM) Service or SBC PremierSERVSM Frame Relay Service. The Premium SBC PremierSERVSM Frame Relay/ATM SLA is available to Customers who wish to monitor their Customer-specific portion of the Company-provided network. It provides an end-to-end guarantee, covering Network Interface to Network Interface and includes the Access.

When the Customer purchases SBC PremierSERVSM ATM or Frame Relay Service under the Sections described above, the Premium SBC PremierSERVSM ATM/Frame Relay SLA is an option for those new SBC PremierSERVSM ATM or Frame Relay Service elements and any existing SBC PremierSERVSM ATM or Frame Relay Service elements provided on the same network as those new SBC PremierSERVSM ATM or Frame Relay Service elements.

To receive the Premium SBC PremierSERVSM Frame Relay/ATM SLA at no additional cost, the Customer's entire network must have Port and Access provided by the Company at all Customer locations and the Customer must have Company approved validation tools and reporting protocol at all Customer locations; otherwise Standard SLA's apply.

The validation tools utilized for Premium SLA reporting must be Company pre-approved for use (AFU) and must adhere to FRF.13 (Frame Relay Forum). FRF.13 describes the measurement methodology for Latency, Data Delivery Ratio and Network Availability. Confirmation that the validation tools conform to the FRF.13 standard will be conducted through testing of the device by the Company at one of its qualified testing facilities.

The total amount of the Service credit the Customer receives for any Port or PVC for any month shall not exceed 100% of the monthly recurring charge associated with the Port or PVC/VPC/ VCCs. Once the Customer's TPP expires, the Premium SBC PremierSERVSM ATM/Frame Relay SLA will apply until Service or approved validation tool is disconnected.

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