

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

Leaf: 177
Revision: 0

Initial Effective Date: May 5, 2005

Superseding Revision:

- (B) The Customer is responsible for notifying the Company when their average Customer-specific Network Availability falls below 99.99%. The Customer must request a Service credit within forty-five (45) calendar days of the end of the calendar month when the Network Availability was not met.

Upon verification by the Company that the Customer-specific average Network Availability did not meet 99.99% the Customer will be entitled to a service credit equal to:

-- 10% of the monthly recurring charges for all affected Ports and/or PVC/ VPC/VCCs for month in which Network Availability failure occurred.

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