

Atlantic Metro Communications II, Inc.
Tariff NY PSC No. 1
Effective Date: Feb. 14, 2016

Leaf No. 48
Revision: 0
Superseding Revision:

17.7. Customer's Rights for Chronic Outages

In the event that a Chronic Outage issues are reported by the Customer and verified by the Company, Customer will be entitled to:

- A. Suspend payment due to Service Outages for only the site with Chronic Outage problems;
- B. Terminate services pre-term without penalty at only the site with Chronic Outage problems as defined in Customer's Master Services Agreement with the Company;

17.8 Reporting

A. Network Performance Reporting

The Company's customers are provided access to real-time bandwidth monitoring & in-depth service monitoring tools. SLA reports can also be scheduled to be sent via email on a predetermined schedule that is agreeable with the customer.

B. SLA Measurement Tools

The Company utilizes internal monitoring and management tools to measure its network performance. In general, these metrics will be the basis for meeting network performance SLA's.

Issued by:

Matthew Lombardi, CEO

Effective 01/21/2016 under authority of PSC by Order made 01/21/2016 in Order Number 15-02135
Cancelled effective 02/15/2021. 4 Century Drive, Parsippany, New Jersey 07054