

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

Leaf No. 39
Revision: 0
Superseding Revision:

17.2 Service Level Objectives (“SLO”)

A. Availability Calculation

Availability is based on 24x7 Agreed Service Time (AST) is calculated as follows:

Availability

$$\text{Availability \%} = \frac{\text{AST} - \text{Downtime}}{\text{AST}} \times 100$$

B. Network Availability

1. Core Backbone & Upstream IP Connectivity - 100%
2. Unprotected Local Loops - 99.995%
3. Protected Local Loops - 100%

C. Network Latency

The Company guarantees that average transmission latency, calculated over any five (5) minute period, between two (2) endpoints in the State of New York on the Company’s IP Network, will be less than Round Trip Time (RTT) performance:

1. COS Class 6 - 90ms
2. COS Class 5 - 100ms
3. COS Class 4 - 100ms
4. COS Class 0 - 120ms

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 Atlantic Metro Communications II, Inc.
4 Century Drive, Parsippany, New Jersey 07054