

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

Leaf No. 42  
Revision: 0  
Superseding Revision:

1. Fiber-optic services have a MTTR of 5 hours for Service Outage.
2. Ethernet over Copper services have a MTTR of 6 hours for Service Outage.
3. Ethernet over DS1 services have a MTTR of 4 hours for Service Outage.
4. Ethernet over Microwave services have a MTTR of 4 hours for Service Outage.
5. Ethernet over Coax services have a MTTR of 24 hours for Service Outage.

17.3. Service Credit Structure (for all Service Level Objectives)

1. In the event that the Company fails to provide the levels of service set forth in Section 17.2, Customer will be eligible for a Service Credit of 5% of the monthly fees per 30 minutes of the affected services up to 100% of the monthly fees.

17.4. Service Credit Request Process

In order to initiate a claim for a Service Credit, Customer must contact the Company's customer support department within seven (7) business days after the end of the month for which credit is requested. The Service Credit request must include the following information (a) customer name and contact information (b) the date and time that the problem started and was resolved (c) a description of the characteristics of the claimed Service Outage or failed metric (d) ticket numbers or other documentation demonstrating that the customer notified Company of the claimed actionable issue Company will notify the customer via e-mail of the resolution of the request. If Company rejects the request for a Service Credit, a reason for the rejection will be detailed. If the request is approved, Company will issue all Service Credits to the Customer's account that will appear on the next invoice issued.

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.  
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