

TC Systems, Inc.
P.S.C. No. 7 -- Telephone
Access Services
Effective Date: July 15, 2016

Section 9
Leaf No. 10.1
Revision: 0

9. AT&T DEDICATED ETHERNET

9.4 Service Level Agreements (SLAs) (continued)

9.4.1 Credit Allowance for Service Interruptions (continued)

B. Credit Allowances for Service Interruptions (Fully Protected)

(M)(C)

A Service Level Agreement (SLA) of 99.999 percent service availability performance in each calendar month is provided for each fully protected AT&T Dedicated Ethernet circuit, subject to the limitations set forth herein.

(N)

An AT&T Dedicated Ethernet circuit is considered to be fully protected only if the Port Protection Plus feature is selected on both ends (both Port Connections) of an AT&T Dedicated Ethernet circuit.

If this SLA is not met in any calendar month, the Customer will be entitled to a credit equal to 100 percent of the monthly rate for the Port Connections which were interrupted, including the protection feature rate elements associated with that Port Connection, not to exceed the total monthly charges for the affected circuit(s).

To qualify as a service interruption for the purposes of determining whether this Service Availability SLA has been met, any service interruption must be greater than ten (10) consecutive seconds and determined by the Company to be in its network.

The Customer is responsible for notifying the Company when the service parameter within the calendar month falls below the committed level. The Customer must request a service credit adjustment within 25 days after the end of the month when the failure occurred.

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(M) Material formerly appeared on Leaf No. 10.

(N)

Issued by: Linda Guay, Director