

TC Systems, Inc.  
P.S.C. No. 7 -- Telephone  
Access Services  
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Section 9  
Leaf No. 10  
Revision: 3  
Superseding Revision: 2

## 9. AT&T DEDICATED ETHERNET

### 9.4 Service Level Agreements (SLAs)

#### 9.4.1 Credit Allowance for Service Interruptions

AT&T Dedicated Ethernet provides credits in the event of a service interruption. The amount of the credit depends on whether the AT&T Dedicated Ethernet circuit is unprotected or protected. (C)

A service is interrupted when it becomes unusable to the Customer because of a failure of a facility component used to furnish service under this Service Guide, or in the event that the protective controls applied by the Company result in the complete loss of service by the Customer for reasons not attributable to the Customer. An interruption period starts when a service disruption of greater than ten (10) consecutive seconds is reported to the Company and the Company confirms that continuity of its service has been lost. An interruption period ends when the service is operative.

The service interruption credits listed below are in lieu of, and not in addition to, the credit allowances for service interruptions provided for in the General Regulations (Section 2) of this Tariff.

#### A. Credit Allowance for Service Interruptions (Unprotected Arrangements)

In case of an interruption to an unprotected AT&T Dedicated Ethernet circuit, an allowance for the period of interruption shall be calculated as follows:

- No credit shall be allowed for an interruption of less than 10 seconds.
- Credit will be provided for an interruption of 10 seconds or more at the rate of 10/8640 of the monthly charges for the affected AT&T Dedicated Ethernet circuit for each period of 5 minutes or major fraction thereof that the interruption continues.

The credit allowance(s) for service interruptions shall not exceed 100 percent of the applicable monthly rates for the affected circuit(s).

(M)

(M) Material now appears on Leaf No. 10.1.

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Issued by: Linda Guay, Director