Service Level Agreement (SLA)

SLA-1 Class of Service (CoS) SLA

CoS SLA credits will be granted for AT&T Switched Ethernet Service if AT&T fails to meet service parameters (i.e., Latency, Packet Delivery Rate (PDR) and Jitter) defined for each CoS, subject to the following terms and conditions:

- The Customer must notify AT&T when the service parameters within any calendar month fail to meet the committed level.
- The Customer must request a service credit within 45 days after the end of the month when the failure occurred.
- Upon verification by AT&T that the actual service performance for that parameter failed to meet the committed level, AT&T has one month to correct the problem.
- If after one month, the service performance for that parameter is still failing to meet the committed level, the Customer will be provided a service credit equal to 25 percent of the monthly recurring charge for all affected ports (for each of the SLAs other than Network Availability). Only one such credit, per port, shall be applied per calendar month.
- Latency may vary on ports with Real Time CIR of 10 Mbps or below and Real Time EVCs on such ports are excluded from calculations that determine whether the latency SLA is met.
- Real Time EVCs between ports that are connected with an inter-Central Office facilities path extending more than 200 miles or those with EVC CIRs in excess of 1000 Mbps and/or using a PPCoS serving arrangement with a package exceeding 1000 Mbps Real Time are not subject to the Real Time Latency SLA and are excluded from calculations that determine whether the Latency SLA is met.
- EVCs connecting Basic or PPCoS Ports to Broadband Ports are not subject to Class of Service SLAs and are excluded from calculations that determine whether the SLAs are met.
- Latency, Jitter, and Packet Delivery Rate (PDR) SLA. Latency, Jitter and Packet Delivery Rate (PDR) are measured by averaging sample measurements taken during a calendar month between the NTE to which the Customer ports are attached (i.e., end to end), when the AT&T Switched Ethernet Service network is available for use by the underlying End User Customer. The SLA service parameters are based on a LATA-wide average of the Customer’s one-way traffic traversing the NTE and the network. The SLA target for Latency and Jitter is to be not more than, and for PDR is to be not less than, the applicable amount set forth in the table below.
The following table displays the CoS SLA service parameters:

<table>
<thead>
<tr>
<th>Class of Service</th>
<th>Service Measurement</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Latency (one-way)</td>
<td>Jitter</td>
<td>Packet Delivery Rate (PDR)</td>
</tr>
<tr>
<td>Real Time</td>
<td>5 ms</td>
<td>3 ms</td>
<td>99.995%</td>
</tr>
<tr>
<td>Interactive</td>
<td>13 ms</td>
<td>10 ms</td>
<td>99.95%</td>
</tr>
<tr>
<td>Business Critical – High</td>
<td>20 ms</td>
<td>N/A</td>
<td>99.9%</td>
</tr>
<tr>
<td>Business Critical – Medium</td>
<td>30 ms</td>
<td>N/A</td>
<td>99.9%</td>
</tr>
<tr>
<td>Non-Critical High</td>
<td>50 ms</td>
<td>N/A</td>
<td>99.5%</td>
</tr>
<tr>
<td>Non-Critical Low</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(This CoS is only offered as part of the PPCoS Package)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadband Basic</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**SLA-2 Network Availability SLA**

The SLA service parameter for Network Availability is to be not less than 99.99% for all ports and Classes of Service, excluding Broadband Ports. Network Availability is calculated as the percentage of time during a month that the network is capable of accepting and delivering Customer data during the measurement period. Network Availability includes the Ethernet core network and the local loop, and the calculation excludes network outage time during maintenance windows. The calculation for Network Availability for a given month is as follows:

\[
\text{Network Availability} = \frac{(24 \text{ hours} \times 24 \text{ hours} \times \text{days in the month} \times 60 \text{ minutes} \times \text{number of Customer ports in the LATA} - \text{network outage time})}{(24 \text{ hours} \times 24 \text{ hours} \times \text{days in the month} \times 60 \text{ minutes} \times \text{number of Customer ports in the LATA})}
\]

The Customer is responsible for (1) notifying AT&T within 45 days after the end of the month when the Network Availability within the calendar month falls below the committed level, and (2) requesting a service credit. Upon verification by AT&T that the actual service performance for Network Availability was less than the committed level, the Customer will be provided a service credit equal to 10 percent of the Monthly Recurring Charge (MRC) for all affected ports.

**SLA-3 Credit Allowance for Service Interruptions**

Service is considered to be interrupted when it becomes unusable because of a failure of a facility component used to furnish service under this Service Guide. The interruption must result in the complete loss of such service. An interruption period starts when an inoperative service is reported to AT&T and ends when the service is operative.
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The credit allowance for an interruption or for a series of interruptions shall be calculated based on the applicable monthly rate for the port (or ports) which were interrupted, including the other rate elements associated with that port (CIR, repeater, etc.). No credit shall be applicable to other ports on the network that were uninterrupted, even if they were unable to connect to an interrupted port.

No credit shall be allowed for an interruption period of less than 30 minutes. The Customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial 30 minute interruption.

SLA-4 SLA Exclusions

The SLA provisions, measurements, and eligibility for credit shall exclude conditions wherein service performance was adversely affected by any of the following conditions:

(1) Any cause beyond AT&T’s reasonable control (force majeure events) including, but not limited to, acts of war, civil disturbances, acts of civil or military authorities or public enemies, earthquakes, hurricanes, floods, fires, storms, tornadoes, explosions, lightning, power surges or failures, fiber cuts, strikes or labor disputes;

(2) Failures of any structures, facilities or equipment provided by the Customer or its contractors, equipment vendors, or by any carrier or service provider other than AT&T;

(3) Interruptions caused by the negligence of the Customer or End User;

(4) Interruptions of a service during any period in which AT&T is not afforded access to the premises where the service is terminated;

(5) When AT&T and the Customer negotiate the release of the service for (1) maintenance purposes, (2) to make rearrangements or (3) to implement an order for a change in the service, a credit does not apply during the negotiated time of release;

(6) Periods when the Customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis;

(7) Data loss during AT&T’s scheduled maintenance windows;

(8) Data exceeding subscribed CIR; or

(9) Failures of any structures, facilities or equipment on the Customer’s side of the demarcation point.

(10) Class of Service SLAs will not be available between ports connected by interLATA EVCs.

The total credit amount of any allowances for interruptions and SLA credits applicable in a given month shall not exceed 100 percent of the monthly recurring charge for the port and associated rate elements.