

AT&T INTERSTATE ACCESS GUIDEBOOK (Guidebook)

PART 4 - Provisions - Common
SECTION 2 - General Conditions

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2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after
May 14, 2025)

(C)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA,
IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC,
TN, TX and WI

1. General

Service is considered to be interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Guidebook or the protective controls applied by the Telephone Company.

An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative. Telephone Company will not provide a credit for an interruption period of less than 48 hours. For applicable service interruption credit allowances see Credit Allowance Schedule chart.

Credit Allowance Schedule

<u>Interruption Period</u>	<u>Service</u>	<u>Applicable Credit</u>
48 Hours or More	Metallic ⁽¹⁾	\$ 5.00
	Telegraph ⁽¹⁾	5.00
	Video ⁽²⁾	10.00
	Direct Analog ⁽¹⁾	10.00
	Base Rate/DS0 ⁽¹⁾	15.00
	DS1	120.00
	DS3	380.00
	SONET PTP	500.00

⁽¹⁾ Effective November 20, 2019, this Service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add or change existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable monthly extension rates until the service is discontinued. AT&T currently plans to discontinue this Service on or after June 30, 2024.

⁽²⁾ Effective December 31, 2020, Broadcast Video (TV1) service will no longer be available for purchase by new or existing customers, and service agreements may no longer be renewed. In addition, requests to move, add or change existing service arrangements will not be accepted. Following the expiration of the customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rate until the service is discontinued. AT&T currently plans to discontinue this Service on or after December 31, 2021.

2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after
May 14, 2025)

(C)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA,
IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC,
TN, TX and WI

2. Special Access Services

A credit allowance for service interruptions applies to the Special Access services list in the Credit Allowance Schedule. A credit allowance will also apply to Message Station Equipment Recovery Charge, Administration and Maintenance of Priority Restoration, Network Reconfiguration Service, Transport Resource Management (TRM) Service and Diversity Service.

3. Diversity Service

A credit allowance for service interruptions applies to the Diversity Service as follows:

Telephone Company will not provide a credit for an interruption period of less than 48 hours. The credits applying herein, are for the Diversity Service portion of the customer's total monthly charges only. The credits available to the customer for the basic service, on which the Diversity is used, are as stated in other sub-sections of this credit allowance section.

4. Network Reconfiguration Service (NRS)

Telephone Company will not provide a credit for interruptions required to perform preventative or routine maintenance, or to perform software updates when Telephone Company has notified customer at least 24 hours prior to such occurrences.

2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after May 14, 2025)

(C)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

5. Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (AL, FL, GA, KY, LA, MS, NC, SC, TN)

- (a) For Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring, Telephone Company will apply a credit for a service interruption when a single failure of the Telephone Company's equipment occurs resulting in a service outage of the entire system and the system does not automatically self-heal around the point of failure within one (1) second. Telephone Company will not apply a credit unless the customer reports the service interruption to the Telephone Company and the trouble is found in the Telephone Company equipment based on information provided by the network surveillance system associated with the service. The credit will equal the total of all the monthly charges for the highest level inoperative channelized service provided, however, Telephone Company will issue no more than one credit per any given rate element for any given month regardless of the number of interruptions occurring during that month. In Shared Network Arrangements as defined in this Guidebook, with OC-3 SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring) and BellSouth Dedicated Ring Telephone Company will not apply a credit to the DS1 facility and/or DS1 Channel Interfaces of the connecting service user.

- (b) For service interruptions of individual channel interfaces on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring) and a BellSouth Dedicated Ring, and for interruptions of Basic Shared Ethernet LAN Access Links on a SMARTRing service, (a.k.a. BellSouth SPA Dedicated Ring), which do not constitute a total ring failure, credit shall be allowed for interruptions of one minute or more. The credit shall apply when the customer reports the interruption to the Telephone Company. The credit shall be at the rate of 1440/1440 of the monthly charge for the service element.

2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after
May 14, 2025)

(C)

- (A) When a Credit Allowance Applies - AL, AR, CA, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OK, OH, SC, TN, TX and WI

5. Self-healing Multi-nodal Alternate Route Topology Ring (SMARTRing) service (AL, FL, GA, KY, LA, MS, NC, SC, TN) (Cont'd)

For all other service interruptions resulting from a failure of the Telephone Company's equipment for services connecting to a SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, credit shall be allowed for an interruption of 30 minutes or more. The credit will begin when the customer reports the interruption to the Telephone Company. This credit shall be at the rate of 1/1440 of the total monthly charges assessed for that portion of the highest-level channelized service that is interrupted for each period of 30 minutes or major fraction thereof that the interruption continues.

- (C) Credit allowances will not apply if service is interrupted during customer requested upgrades and/or additions to the SMARTRing service (a.k.a. BellSouth SPA Dedicated Ring), and BellSouth Dedicated Ring, or during customer requested rearrangements.

2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after
May 14, 2025)

(C)

(B) When a Credit Allowance Does Not Apply - AL, AR, CA,
FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV,
OK, OH, SC, TN, TX and WI

1. Credit allowances for service interruptions do
not apply for the following services:

- (A) DecaMAN®
- (B) GigaMAN®
- (C) OPT-E-MAN®

2. Interruptions caused by the negligence of
the customer, the customer's end user or the
customer/end user's authorized agent.

3. Interruptions of a service due to the failure
of equipment or systems provided by the
customer or others.

4. Interruptions of a service during any period in
which the Telephone Company is not afforded
access to the premises where the service is
terminated.

5. Interruptions of a service when the customer has
released that service to the Telephone Company
for maintenance purposes, to make rearrangements,
or for the implementation of an order for a
change in the service during the time that was
negotiated with the customer prior to the release
of that service.

6. Interruptions of a service which continue
because of the failure of the customer to
authorize replacement of any element of special
construction. The period for which no credit
allowance is made begins on the seventh day
after the customer receives the Telephone
Company's written notification of the need for
such replacement and ends on the day after
receipt by the Telephone Company of the
customer's written authorization for such
replacement.

7. Periods when the customer elects not to
release the service for testing and/or repair
and continues to use it on an impaired basis.

2. General Conditions (Cont'd)

2.3 Billing Conditions (Cont'd)

2.3.1 Credit Allowance for Service Interruptions (On or after
May 14, 2025)

(C)

(B) When a Credit Allowance Does Not Apply - AL, AR, CA,
FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV,
OK, OH, SC, TN, TX and WI

8. Periods of temporary discontinuance as set
forth in Section 2.1.5(C)

9. An interruption or a group of interruptions,
resulting from a common cause, for amounts
less than one dollar.

10. Periods of interruption as set forth in Part
4, Section 13.2 of this Guidebook

11. Interruptions of a service due to commercial
power failure.

12. Interruptions of a service due to Force Majeure
condition, including acts of the United States
of America or any state, territory, or
political subdivision thereof, acts of nature
or a public enemy, fires, floods, disputes,
labor disruptions, criminal action against the
Telephone Company, freight embargoes,
earthquakes, volcanic actions, abnormal weather
conditions and preparations therefor, wars,
civil disturbances, cable cuts, pandemics, war,
or other circumstances beyond the Telephone
Company's control.

13. When the Telephone Company has identified a
condition that requires maintenance, and the
customer refuses to release the service to
the Telephone Company for repair and a
subsequent service interruption occurs.

14. Periods of interruption due to testing and/or
repair during any maintenance window agreed to
in advance by the customer and the Telephone
Company in response to a customer reported
trouble.

15. Trouble tickets that AT&T closed
with the coding of came clear (CC),
no trouble found (NTF), or test
okay (TOK).