

SECTION 2 - Service Description

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**SD-4.5 Diverse Access**

Diverse Access is a feature that provides transmission paths, which are diverse from each other as provided in this Section, between two designated AT&T Switched Ethernet Service Port Connections at the same Customer premises and an AT&T Switched Ethernet Service switch. These two designated Port Connections must be purchased by the same Customer, and must be either 1 Gbps, 10 Gbps or 100 Gbps. Customers purchasing Diverse Access will be charged a Diverse Access feature charge associated with each of the two designated Port Connections.

Each designated Port Connection will be provisioned on different Network Terminating Equipment (NTE). The fiber path from each designated Port Connection to the AT&T Switched Ethernet Service serving switch will be diverse from the path for the other designated Port Connection, from the closest available point of divergence (e.g., the closest manhole to the Customer premises or the closest Serving Wire Center to the Customer premises) and, where alternate switches are available, will be terminated on a different AT&T Switched Ethernet Service switch. In the event of an outage affecting one of the designated Port Connections, the Customer will be responsible for re-routing their traffic to the other designated Port Connection.

Diverse Access does not include construction of dual entrance facilities. If a Customer desires dual entrance facilities and they do not currently exist, arrangements must be made for constructing dual entrance facilities at the Customer's expense.

The Diverse Access feature is not available with Broadband Ports.

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/1/ Material now appears on Page 21.1.

## SECTION 2 - Service Description

**SD-4.6 Advanced Access Failover**

Advanced Access Failover (AAF) is designed to provide automatic failover to a redundant facility in the event of a failure of a protected facility.

When a port is ordered with an AAF serving arrangement, it will be constructed with a single Customer interface, but with additional facilities within the network. There will be two fiber pairs (instead of the normal single pair) connecting the Network Terminating Equipment (NTE) to two different core Ethernet switches in the AT&T Switched Ethernet core network. These two fiber pairs will be diverse from each other from the closest available point of divergence (e.g., the closest manhole to the Customer premises or the closest Serving Wire Center to the Customer premises). The two facilities will operate in a “hot/standby” arrangement where “hot” represents the actively used transmission path and “standby” represents an alternate path that is unused until needed. In the event the AT&T Switched Ethernet Service network senses a disruption to a diverse portion of the facilities, it will automatically failover from the hot path to the standby path, and the Ethernet Virtual Connections (EVCs) associated with that port will continue to operate over the standby path.

Notwithstanding the previous paragraph, under certain circumstances, the standby path may become unavailable, preventing AAF from functioning properly. AT&T’s monitoring of AAF arrangements may not detect all potential failures of standby paths, and AT&T does not guarantee standby path availability in case of a disruption of a hot path. Customers may use AT&T Express Ticketing (available at <https://expressticketing.acss.att.com/expressticketing/>) to check the status of an AAF arrangement, including the availability of standby paths. If AT&T Express Ticketing identifies an issue with an AAF arrangement, the system will generate a trouble ticket regarding the issue. AT&T recommends that Customers use AT&T Express Ticketing to check their AAF arrangements periodically, and Customers may do so as often as they wish. AT&T is not liable for any service disruptions due to the unavailability of a standby path.

AAF does not include construction of dual entrance facilities. If a Customer desires dual entrance facilities and they do not currently exist, arrangements must be made for constructing dual entrance facilities at the Customer’s expense.

AAF is available only for 1 Gbps, 10 Gbps or 100 Gbps Customer Port Connections and is ordered on a per port basis.

The Advanced Access Failover feature is not available with Broadband Ports.

/1/ Material formerly appeared on Page 21.