

AT&T Switched Ethernet

(C)

Service Guide

SECTION 1 - Title Page and Section Index

Section Index

<u>Section / Description</u>		<u>Page</u>	(C)
Section 1 – Title Page and Section Index			
Title Page	Section 1	1	
Section Index	Section 1	2	
Section 2 – Service Description (SD)			
General	SD-1	5	
Overview	SD-1.1	5	
Definitions	SD-1.2	5.1	
Participating Carriers	SD-1.3	6	
Ordering	SD-1.4	6	
Order Charges	SD-1.4.1	6	
Design Change Charge	SD-1.4.2	7	
Service Date Change Charge/Dispatch Charge	SD-1.4.3	7.1	
Cancellation Charges	SD-1.4.4	8	
Inside Wiring Availability	SD-1.4.5	8	
Entrance Facility Construction Availability	SD-1.4.6	8.1	
Billing	SD-1.5	9	
Deposits	SD-1.5.1	9	
Payment of Rates and Charges	SD-1.5.2	10	
Billing Disputes	SD-1.5.3	12	
FUSF and Other Charges, Taxes and Fees	SD-1.5.4	13	
Service Availability	SD-2	13.1	
Provisioning and Service Arrangements	SD-3	13.1	
Basic Service Arrangement	SD-3.1	13.1	
Basic Customer Port Connection (Basic Port)	SD-3.1.1	13.1	
Committed Information Rate (CIR) and Class of Service (CoS)	SD-3.1.2	14	
Ethernet Virtual Connections (EVC)	SD-3.1.3	15	
Frame Size	SD-3.1.4	16	
Per Packet Class of Service Arrangement	SD-3.2	16	
PPCoS Customer Port Connection (PPCoS Port)	SD-3.2.1	16	
Committed Information Rate (CIR) and Class of Service (CoS) Packages	SD-3.2.2	17	
Per Packet Class of Service – Classes of Service	SD-3.2.3	18	
PPCoS Scheduling Method	SD-3.2.4	18	
Ethernet Virtual Connections (EVC)	SD-3.2.5	19	
Frame Size	SD-3.2.6	20	
Broadband Service Arrangement	SD-3.3	20	
Broadband Customer Port Connection (Broadband Port)	SD-3.3.1	20	
Broadband Speed Tiers and Class of Service (CoS)	SD-3.3.2	20	
Ethernet Virtual Connections (EVC)	SD-3.3.3	20.1	(M)
Frame Size	SD-3.3.4	20.1	(M)(C)

Material formerly appeared on Page 3.

SECTION 1 - Title Page and Section Index

Section Index

<u>Section / Description</u> (continued)	<u>Page</u>	(C)
Section 2 – Service Description (SD) (continued)		(M1)
Optional Features and Functions	SD-4	20.2
Regenerator	SD-4.1	20.2
Additional MAC Addresses	SD-4.2	20.2
AT&T BusinessDirect® Customer Network Management	SD-4.3	20.2
Alternate Serving Switch	SD-4.4	20.2
Diverse Access	SD-4.5	21
Advanced Access Failover	SD-4.6	21.1
Enhanced Multicast	SD-4.7	22
Meet Point Arrangements	SD-4.8	22
Maintenance of Service, Additional Engineering and Additional Labor	SD-4.9	22.1
Maintenance of Service	SD-4.9.1	22.1
Additional Engineering	SD-4.9.2	23
Additional Labor	SD-4.9.3	24
Testing	SD-4.10	25
Special Construction	SD-4.11	25
General	SD-4.11.1	25
Conditions	SD-4.11.2	25
Payments for Special Construction	SD-4.11.3	26
Charges for Special Construction	SD-4.11.4	26
Billing Media	SD-4.12	28
Traffic Controls and Limitations	SD-5	28
Section 3 – Service Level Agreements (SLA)		
Class of Service (CoS) SLA	SLA-1	29
Network Availability SLA	SLA-2	30
Credit Allowance for Service Interruptions	SLA-3	30
SLA Exclusions	SLA-4	31
SLA Other Terms and Conditions	SLA-5	32
		(C)
		(M2)

M1 – Material now appears on Page 2.
M2 – Material now appears on Page 3.

Section Index

<u>Section / Description</u> (continued)		<u>Page</u>	(C)
Section 4 – Pricing (P)		32	(M)
Rate Elements	P-1	32	
Ethernet Payment Plans (EPP)	P-2	32	
Administrative Charge	P-3	35.1	
Rates and Charges	P-4	36	
Customer Port Connection	P-4.1	36	
<i>Basic Port</i>			
Nonrecurring Charges and Term Extension MTM Rates	P4.1.1	36	
EPP Monthly Rates	P4.1.2	36	
<i>PPCoS Port</i>			
Nonrecurring Charges and Term Extension MTM Rates	P4.1.3	36	
EPP Monthly Rates	P4.1.4	37	
<i>Broadband Port</i>			
Nonrecurring Charges and Term Extension MTM Rates	P4.1.5	37	
EPP Monthly Rates	P4.1.6	37	(M)
Class of Service and Committed Information Rate	P-4.2	38	
Nonrecurring Charges	P-4.2.1	38	
<i>Basic Arrangement</i>			
Term Extension MTM Rates	P4.2.2	39	
12 Month Rates	P4.2.3	40	
24 Month Rates	P4.2.4	41	
36 Month Rates	P4.2.5	42	
48 Month Rates	P4.2.6	43	
60 Month Rates	P4.2.7	44	
<i>PPCoS Arrangement</i>			
Term Extension MTM Rates	P4.2.8	45	
12 Month Rates	P4.2.9	46	
24 Month Rates	P4.2.10	47	
36 Month Rates	P4.2.11	48	
48 Month Rates	P4.2.12	49	
60 Month Rates	P4.2.13	50	
<i>Broadband Arrangement</i>			
Nonrecurring Charges and Term Extension MTM Rates	P4.2.14	50.1	
EPP Monthly Rates	P4.2.15	50.2	
Optional Features	P4.3	51	
Ordering Charges	P4.4	54	
Additional Engineering, Additional Labor and Testing Charges	P4.5	55	
Billing Media Charges	P4.6	60	(C)

Material formerly appeared on Page 3.