

/1/ Material now appears in Part 20, Section 15, Sheet 30.

/1/ Material now appears in Part 20, Section 15, Sheet 31.

/1/ Material now appears in Part 20, Section 15, Sheet 32.

/1/ Material now appears in Part 20, Section 15, Sheet 33.

/1/ Material now appears in Part 20, Section 15, Sheet 34.

/1/ Material now appears in Part 20, Section 15, Sheet 35.

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/1/ Material now appears in Part 20, Section 15, Sheet 48.

/1/ Material now appears in Part 20, Section 15, Sheet 49.

/1/ Material now appears in Part 20, Section 15, Sheet 50.

/1/ Material now appears in Part 20, Section 15, Sheet 51.

/1/ Material now appears in Part 20, Section 15, Sheet 52.

1. GIGAMAN® SERVICE (cont'd)

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F. PRICES (cont'd)

4. Credit Allowance (cont'd)

Protection Options

A Service Level Agreement (SLA) is offered with fully-protected GigaMAN Service, which provides the customer with a performance commitment that includes a service credit if the service does not perform as described. An SLA of 99.999% Service Availability performance is offered on a GigaMAN circuit with Protection (defined as Equipment Plus Fiber Path Protection for every segment of the circuit). Service Availability will be determined using unavailable seconds as defined in ANSI T1.503-2002 (see **Technical References**).

- SLAs are applicable to customers who purchase Equipment Plus Fiber Path Protection with Alternate Wire Center Path Protection or Equipment Plus Fiber Path Protection with Local Channel Path Protection on both ends of a circuit (both local channels), as well as Inter-Wire Center Path Protection, when applicable.
- If this SLA is not met, or if there is any single event of unavailability of service of 10 seconds or more, the customer will be entitled to a credit equal to 100% of the monthly rate for the circuit. Only one such credit in a billing period will apply.
- In order to qualify for this credit, the event causing the unavailability must be determined by the Company to be in its network and the failure occurred in that part of the service with Protection.
- SLA adjustments are not available in the event of a cable cut in any unprotected portion of the GigaMAN Service fiber path or due to customer-requested modifications to the service that may require down time. Routine maintenance is not counted against unavailability.
- The customer is responsible for notifying the Company when the service parameter within the calendar month falls below the committed level.
- The customer must request a service credit within 25 calendar days after the end of the month when the unavailability event occurred.

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

8th Revised Sheet 10

(D)

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

7th Revised Sheet 10.1

(D)

Effective: January 28, 2011

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

5th Revised Sheet 11

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

6th Revised Sheet 12

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

7th Revised Sheet 13

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

7th Revised Sheet 14

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

6th Revised Sheet 15

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

7th Revised Sheet 16

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

6th Revised Sheet 18

(D)

Effective: January 28, 2011

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Effective: January 28, 2011

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Effective: January 28, 2011

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

5th Revised Sheet 21

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 22

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(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

4th Revised Sheet 23

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

4th Revised Sheet 24

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 25

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 26

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 27

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 28

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(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 29

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 30

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(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 31

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 32

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 33

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 34

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(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 35

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 36

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 37

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 37.1

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 38

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AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 39

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 40

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 41

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

3rd Revised Sheet 42

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(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 43

(D)

(D)

AT&T MICHIGAN GUIDEBOOK

PART 15 - Dedicated Telecommunications Services
SECTION 4 - Digital Metropolitan Area Network (MAN) Services

2nd Revised Sheet 44

(D)

(D)