AT&T Switched Ethernet Service Guide

SD-2 Service Availability

AT&T Switched Ethernet Service provides transport service where suitable equipment and facilities are available in selected geographic areas. Where facilities are not available, facilities may be constructed subject to terms as set forth in Section SD-4.11. Special Construction charges may apply.

SD-3 Provisioning and Service Arrangements

AT&T Switched Ethernet Service will be provisioned using the service components described below.

AT&T Switched Ethernet Service is available in two serving arrangements and two types of Customer Port Connections - the Basic Service Arrangement and Basic Ports described in Section SD-3.1 and the Per Packet Class of Service (PPCoS) Arrangement and PPCoS Ports described in Section SD-3.2. Unless specifically stated otherwise, all references to Customer Port Connections or ports in Sections SD-3.1 and SD-3.2 shall be deemed to refer to Basic Ports and PPCoS Ports, respectively, and all references to Customer Port Connections or ports in other sections of this Service Guide shall be deemed to refer to both Basic Ports and PPCoS Ports.

SD-3.1 Basic Service Arrangement

This type of service provides transport of data using a fixed class of service for each Ethernet Virtual Connection.

SD-3.1.1 Basic Customer Port Connection (Basic port)

This component provides the physical transport facilities from the Customer's premises to an Ethernet switch at an AT&T central office. The Customer Port Connection is available at transmission speeds of 100 Mbps, 1 Gbps, 10 Gbps and 100 Gbps.   (C)

SLA-2 Network Availability SLA

The SLA service parameter for Network Availability is to be not less than 99.99% for all Customer ports and Classes of Service, excluding Broadband Ports. Network Availability will be 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. Network outage time during maintenance windows will be excluded from Network Availability calculations.

The calculation for Network Availability for a given month is as follows:

Network Availability[1] = [(24 hours x days in the month x 60 minutes x number of Customer ports) – network outage time] / (24 hours x days in the month x 60 minutes x number of Customer ports)　　(C)

The Customer shall (1) notify AT&T within 45 days after the end of any calendar month for which Network Availability fails to meet the committed level, and (2) request a service credit. Upon verification by AT&T that actual service performance for Network Availability failed to meet the committed level, AT&T will issue a credit to the Customer in an amount equal to 10 percent of the Monthly Recurring Charge (MRC) for all Customer 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.

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.

/1/ Measured performance will be rounded to the nearest hundredth (decimal place). For　　(N)
example, 99.985% will be rounded to 99.99%.　　(N)