

AT&T Dedicated Internet SLA Measurements

Service Availability	100%
Latency	37 ms
Data Delivery	99.95%
Jitter	1.0 ms
Site Availability/Time to Restore	100%/4 hour MTTR

The performance objective for the ADI Site Availability/Time to Restore SLA is for the ADI Site Availability to be 100%. If AT&T does not meet this performance objective in any given calendar month, Customer will be eligible for an ADI Site Availability/Time to Restore SLA credit for each Outage equal to the product of Customer's total discounted Covered ADI Monthly Charges for the affected ADI Ports by a percentage based on the duration of (Time to Restore) the Outage, as set forth in the ADI Site Availability/Time to Restore SLA Credit Table.

Customer may receive:

- ☐ Only one credit for any calendar day for a particular ADI Port for the ADI Site Availability/Time to Restore SLA;
- ☐ Only one credit in any calendar month for each of the Network Latency SLA, the Network Data Delivery SLA, and the Network Jitter SLA;
- ☐ Credits for any Customer Site in a given month totaling no more than the total Covered ADI Monthly Charges for the Customer Site for that month.

SLA Credit Table for Time to Restore

1 minute to 2 hours	3.3%
2-4 hours	10.0%
4-8 hours	25.0%
8-12 hours	50.0%
12-18 hours	75.0%
18-72 hours	100%

The full ADI Service Guide including SLAs can be found at

https://serviceguidenew.att.com/sg_CustomPreviewer?attachmentId=00P0h00001ZmAiUEAV

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