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AT&T VNO (Internet) Service

Section Effective Date: 15-May-2019

With AT&T VNO (Internet) Service, Customer is getting access to the Internet where AT&T is reselling Internet Service bought by AT&T from a licensed India telecom provider.

This Service Guide consists of following Parts:

- Service Description (SD)
- Service Level Agreements (SLA)
- Pricing (P)

In addition, specified portions of the [General Provisions](#) apply.

Cross References

[Service Description \(SD\)](#)

[Service Level Agreement \(SLA\)](#)

[Pricing \(P\)](#)

Service Description (SD)

SD-1. General

Section Effective Date: 15-May-2019

The AT&T VNO (Internet) Service also known as Internet Service, sold by AT&T to the Customer involves resale of the internet service bought by AT&T from a licensed Indian telecom provider (AT&T's Network Service Operator ("NSO" or "Supplier")).

The Service comprises:

- Customer-facing Ethernet interface (10/100 Base Fx);
- 7x24 Help Desk/Network Operations Center Support.

This Internet Service can be purchased as dedicated or shared.

Dedicated Internet

The connection from the customer site to the Internet supplier's POP is a dedicated connection. The upstream and downstream bandwidth delivered on this link is identical. Also referred to as Performance Group 'INTDA'.

Shared Internet

The bandwidth of connection from the customer site to the Internet supplier's POP is shared (may also be referred to as contended). The upstream and downstream bandwidth on this link is not always identical. Also referred to as Performance Group 'INTSA'.

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SD-1.1. Availability

Section Effective Date: 15-May-2019

Internet Service orders are subject to AT&T confirmation of availability and may be subject to ordering restrictions.

SD-2. Service Terms

Section Effective Date: 15-May-2019

AT&T warrants that the Services shall be of the acceptable grade, consistent with the established and generally accepted standards. However, the quality, functionality, availability or reliability of the same may be affected from time to time. Further, AT&T shall be entitled to, without any liability, refuse, limit, suspend, vary, disconnect and or interrupt the Services, in whole or in part, at any time, for any reason and/or due to various factors including but not limited to:

- Government's rules, regulations, orders, directions, etc.
- Combat potential fraud, sabotage, etc.
- Force-Majeure circumstances.

SD-3. Service Delivery

SD-3.1. Service Provisioning

Section Effective Date: 15-May-2019

The AT&T VNO (Internet) Service is and shall be independent of AT&T's network.

AT&T shall provide the Service to the Customer as follows:

- AT&T will place orders with the Supplier (NSO) for the Internet and follow up the delivery schedule until completion of the Service installation.
- Upon completion of the above listed tasks, Customer shall give AT&T its acceptance in accordance with the Acceptance of Services process set forth in this Service Guide.
- AT&T shall conduct periodic inspections at Customer site including during and at time of commissioning of Service.

SD-3.2. On-Going Services

Section Effective Date: 15-May-2019

Once the Service is installed, the Service shall be provided to Customer during the contract term set forth in the Pricing Schedule (Local-India).

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The Service provisioned by AT&T is subject to the NSO's terms and conditions listed in the Pricing Schedule (Local-India) and this Service Guide.

SD-3.3. Line Fault Management

Section Effective Date: 15-May-2019

Once the Service is installed, AT&T shall provide to Customer the following fault management services for the Service (the "Line Fault Management Service"):

- AT&T will provide a reactive Help Desk to receive line fault calls and initiate problem resolution.
- Line fault tickets must be initiated by calling the AT&T Connectivity Management Center ("CMC"). To enable timely and efficient diagnosis and resolution of all suspected faults, AT&T requires a minimum level of information from the Customer when the problem is first reported. This includes but is not limited to:
 - Link reference number for the internet link(s) thought to be affected.
 - Symptoms of the problem.
 - Details of any tests/diagnosis carried out by Customer in attempting to localize the problem before reporting to AT&T.
- CMC will respond within 1 hour of a reported fault and provide an initial status and update on diagnostics. The timing of further updates will be agreed between CMC and Customer at this stage.
- CMC will provide a problem tracking ticket number and will interface with the local carrier to resolve the line problem.
- Line Fault Management will be performed 24 hours per day, 7 days per week.
- When the service failure has been cleared, the CMC will contact the Customer to confirm the fault closure details.

SD-3.4. Acceptance of Service

Section Effective Date: 15-May-2019

Once AT&T has sent the Service Activation notice to Customer stating the service is ready and handed over for use by Customer, Customer has three (3) business days to test the Service. If Customer declares that the Service is ready or fails to notify AT&T within 3 business days, the Service will be deemed accepted and billing will begin as of the Service Activation Date. Should Customer believe the Service is not available or does not meet the technical specifications as set forth herein, Customer will notify AT&T within three (3) business days providing AT&T with a detailed report on why the Service is not accepted. Following the report, AT&T will retest the Service. If AT&T finds it to meet the requirements as set forth herein, billing will begin as of the original Service Activation Date. If AT&T finds that it does not, AT&T will resolve the issues and issue a new Service Activation Date whereupon the acceptance process stated above will commence again.

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SD-3.5. Termination and Discontinuance

Section Effective Date: 15-May-2019

Unless otherwise stated, a) subject to the early termination charges set forth below, Customer may terminate its use of any of the Services, or this Pricing Schedule (Local-India) for convenience, at the end of any calendar month, by giving one (1) month's prior written notice, and b) AT&T may terminate the provision of service, or this Pricing Schedule (Local-India), by giving one (1) month's prior written notice.

If Customer terminates the Service or this Pricing Schedule (Local-India) in part or in whole for convenience or for reason other than AT&T's breach, Customer agrees to pay the following early termination charges:

- 100% of the One Time Charges (if not yet paid); and
- 100% of the scheduled Monthly Charges for the affected Services as set forth under the Pricing Schedule (Local-India) for each of the months remaining through the end of the term.

Customer agrees and accepts that AT&T shall not be liable to the Customer in any manner in the event AT&T suspends or terminates, as the case may be, the AT&T VNO (Internet) Service sold by AT&T to the Customer as a result of suspension or termination, as the case may be, by the NSO of its service to AT&T for no fault, breach or violation on the part of AT&T.

Service Level Agreement (SLA)

SLA-1. Site Availability/Time to Restore SLA

Section Effective Date: 15-May-2019

If AT&T does not meet this performance objective, Customer is eligible for a Site Availability/Time to Restore SLA credit for each Outage equal to the Customer's total discounted Covered Monthly Charges for the affected site multiplied by a percentage based on the duration of (Time to Restore) the Outage, as set forth in the Site Availability/Time to Restore SLA Credit Table.

"Outage" means an occurrence that results in the inability of Customer to transmit or receive IP packets for more than one minute.

Measurement of an Outage for SLA credit purposes begins when a trouble ticket is opened by AT&T Customer Care and Customer releases the affected Service Component(s) to AT&T (when it is necessary for AT&T to diagnose and/or restore a Service Component into use) and ends when AT&T Customer Care makes its first attempt to notify Customer that the problem has been resolved and the Service Components are restored and available for Customer to use.

Any outage time shall exclude time that the local supplier used by AT&T for the affected Customer Site may deem it necessary not to work because work in the street requires sun light or because of concerns for the safety of their work force in a dangerous region.

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Internet Service - Site Availability/Time to Restore SLA Credit Table			
Time to Restore Outage		Internet Service	
Equal to or Greater than:	To Less than:	Dedicated Internet	Shared Internet
1 Minute	1 Hour	0%	0%
1 Hour	8 Hours	3%	3%
8 Hours	>8 Hours	10%	3%

SLA-2. On-Time Provisioning SLA

Section Effective Date: 15-May-2019

The performance objective for the Internet Service is only applicable to Dedicated Internet. On-Time Provisioning SLA is to complete installation of new Dedicated Internet lines, by the applicable Due Date. If AT&T does not meet this performance objective, Customer is eligible to:

Receive a credit for Dedicated Internet equal to 10% of the discounted Covered Monthly Charges for the Site that was not installed on time.

Pricing (P)

P-1. Pricing

Section Effective Date: 15-May-2019

Service rates and charges are as specified in the Pricing Schedule (Local-India).

End of Service Guide

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