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AT&T VPN Service

Section Effective Date: 23-Aug-2013

AT&T VPN Service (AT&T VPN) enables Customers to build an application-aware, network-based Multi-Protocol Label Switching (MPLS) virtual private network (VPN) to link locations and efficiently transmit applications such as voice, data, and video over a single connection.

The AT&T VPN Service Guide consists of the following Parts:

- Service Description
- Service Level Agreements
- Pricing
- Country-Specific Provisions

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

Cross References

[Service Description](#)

[Service Level Agreements](#)

[Pricing](#)

[Country-Specific Provisions](#)

Service Description

SD-1. General

SD-1.1. Geographic Availability

Section Effective Date: 09-Sep-2015

AT&T VPN Service is available in the US Mainland, Alaska, Hawaii, Puerto Rico, US Virgin Islands, Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Liechtenstein, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Pakistan, Panama, Peru, Philippines, Poland, Portugal, Romania, Russian Federation, Singapore, Slovak Republic, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Venezuela, and the United Kingdom, subject to the availability of AT&T VPN Service Components.

AT&T VPN is provided ICB in Kuwait, Morocco, Qatar, Saudi Arabia, United Arab Emirates, and Vietnam.

Country availability may require Network-to-Network Interconnection to link Customer Site to Service in a country where offered. In these countries, Customer orders for AT&T VPN are

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AT&T Business Service Guide
AT&T VPN Service

subject to the availability of AT&T VPN Service Components as indicated in the AT&T VPN Geographic Availability Matrix and to individual approval and confirmation by AT&T.

SD-1.1.1. AT&T VPN Geographic Availability Matrix

Section Effective Date: 09-May-2014

The AT&T VPN Geographic Availability Matrix provides a general guide to the availability of service components. Service availability at a location is subject to the availability of facilities and billing function.

AT&T VPN Geographic Availability Matrix					
Service Component/ Capability or Feature	US Mainland	HI/PR/US VI	Alaska	Outside US	Notes
Frame Relay MPLS Port	Yes	Yes	Yes	Yes	
ATM MPLS Port	Yes	Yes	Yes	Yes	
IP MPLS Ports	Yes	No	Yes	Yes	
DSL MPLS Ports	No	No	No	Yes	
Ethernet MPLS Ports	Yes	Yes	Yes	Yes	
MPLS DSL Access Connection	Yes	No	No	No	
MPLS ADSL Line Shared Connection	Yes	No	No	No	
AT&T VPN-AT&T Packet Service Access Migration Option	Yes	No	Yes	No	<ICB2>
Managed Router	Yes	Yes	Yes	Yes	<ICB3>
Lite Managed Router	Yes	No	No	No	<LMR>
Managed Router Customer Self- Installation	Yes	No	No	No	<CSI>
Managed CSU-Probe	Yes	Yes	Yes	Yes	<ICB3>
Any-to-Any Connectivity	Yes	Yes	Yes	Yes	
Logical Channels	Yes	Yes	Yes	Yes	
MLPPP/LFI	Yes	Yes	Yes	No	
MPLS PVC	Yes	Yes	Yes	No	
Network Performance Reports	Yes	Yes	Yes	Yes	
Network-based Class of Service	Yes	Yes	Yes	Yes	<ICB1>
Port Level Class of Service	Yes	Yes	Yes	Yes	

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AT&T VPN Geographic Availability Matrix					
Service Component/ Capability or Feature	US Mainland	HI/PR/US VI	Alaska	Outside US	Notes
Diversity Options (DO)	Yes	No	Yes	Yes	
AT&T VPN Dual Stack Ipv4/Ipv6 Address Feature	Yes	No	Yes	No	<ICB2>
Unilink	Yes	Yes	Yes	Yes	
Multicast	Yes	Yes	Yes	Yes	<ICB2>
Usage-Based Billing	Yes	Yes	Yes	Yes	
Single End Invoice	No	No	No	Yes	
Route Group Feature	Yes	Yes	Yes	Yes	<RGF> <ICB2>
Hub and Spoke Feature	Yes	Yes	Yes	Yes	<ICB2>
AT&T VPN-AT&T Private Network Transport Interoperability Feature	Yes	Yes	Yes	Yes	<ICB2>
Zero Mile Access	No	No	No	Yes	<ZMA>
AT&T VPN Service Interworking for Failover (ANIRA)	Yes	Yes	Yes	Yes	<ICB2>
AT&T VPN Managed Router/Enhanced VPN Service Interoperability	Yes	Yes	Yes	Yes	<ICB2>
Message-Digest Algorithm 5	Yes	No	Yes	No	
Virtual Network Internet Connection	Yes	HI / PR - Yes USVI - No	No	No	
<p>Notes:</p> <p><ICB1> This Feature is provided ICB outside the US and subject to individual confirmation.</p> <p><ICB2> This Feature is provided ICB and subject to individual confirmation for certain MPLS Port types and speeds.</p> <p><ICB3> This Feature is provided ICB, is subject to individual confirmation, and is not available in all countries where AT&T VPN is offered.</p> <p><LMR> This feature is available in the US only for customer contracts deployed after Dec 16, 2013 and is subject to ordering restrictions.</p>					

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AT&T VPN Geographic Availability Matrix					
Service Component/ Capability or Feature	US Mainland	HI/PR/US VI	Alaska	Outside US	Notes
<CSI>	This feature is available in the US only for customer contracts deployed after Dec 16, 2013, is subject to ordering restrictions and only available for Basic, Small and Medium Routers.				
<RGF>	The AT&T VPN Route Group Feature is provided ICB and subject to individual confirmation. Outside the US, the Route Group feature is not available on IP MPLS Ports at speeds below 50M.				
<ZMA>	Zero Mile Access is not available in countries where service is provided by a Local Service Provider. Not all MPLS Port types or access speeds are supported.				

SD-1.2. Withdrawal of Service or Service Component

Section Effective Date: 20-Mar-2010

AT&T may discontinue providing Service upon 12 months' notice, or a Service Component upon 120 days' notice, but only where AT&T generally discontinues providing the Service or Service Component to similarly-situated customers.

SD-1.3. Billing

Section Effective Date: 22-Feb-2015

Billing for Service Components or Features begins on the day the Service Component or Feature is made available for use by customer (which shall be considered the Service Activation Date). Billing shall commence at a Site as of the Service Activation Date regardless of the function of the Site in a customer network (e.g., remote, spoke, hub, or head-end sites) or the provisioning status of other Sites in the customer network. For new orders, billing shall commence as of the AT&T VPN Service Activation Date for both AT&T VPN Service Components and AT&T VPN Access Arrangements.

Cross References

[SD-8.2. Due Date of an Order](#)

SD-1.3.1. Method of Invoicing for Service

Section Effective Date: 26-Mar-2011

AT&T shall submit to Customer one invoice per month in each country in which Service is rendered, with charges rendered in the currency specified in the Customer agreement or the applicable Schedule of Charges. If AT&T submits an invoice for a Service in a currency that is different from the currency listed in the Customer Service Agreement or the Schedule of Charges, AT&T will calculate the invoice amount using an exchange rate to convert the rate to the currency used for invoicing. AT&T will use the following currency conversion method:

Each month on the first business day following the 15th day of the current calendar month, AT&T shall obtain an average exchange rate to convert the rate to the currency used in the invoice. The average exchange rate will be calculated as the average of the

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closing rates published by Bloomberg L.P.- New York Composite – 5:30 PM US Eastern time from the 1st business day following the 15th day of the preceding calendar month through the 15th day (or closest immediately preceding business day) of the current calendar month. This average exchange rate will be effective for all invoices issued between the first business day following the 15th day of the current calendar month to the 15th day of the next calendar month.

If a Bloomberg L.P. – New York Composite average exchange rate is not available, AT&T will calculate the invoice amount using the currency exchange rate established for such currency conversions published by the Central Bank (or a similarly designated institution deemed acceptable by AT&T as a source for currency exchange rates) for the country in which the invoice is delivered as of the date indicated on the Invoice. If a currency exchange rate is not available as of the date indicated on the invoice, AT&T will use the currency exchange rate available for the first date prior to the invoice date.

SD-1.3.2. Single End Invoice

Section Effective Date: 29-May-2009

Single End Invoice (SEI) is a billing feature under which AT&T will consolidate all charges payable by Customer for Service in one or more countries into a single invoice and single currency (the “SEI Currency”) for payment by Customer. AT&T will invoice Customer or Customer’s Affiliate for Services in the SEI Currency in a Customer-designated country approved for SEI by AT&T (“Approved SEI Country”). Customer or Customer’s Affiliate must be legally incorporated or established in the designated Approved SEI Country to receive the invoice.

The rates applicable for SEI in a country will be described in the Pricing Schedule (or, where applicable, the Schedule of Charges). To deliver an SEI invoice, AT&T will:

- generate the SEI invoice in the month following the month in which the SEI charges would normally be invoiced by AT&T; and
- for SEI that are not already priced in the SEI Currency, calculate the SEI Currency value of the SEI charges by converting charges from their stated currency into the SEI Currency by applying an exchange rate. The exchange rate applicable to this conversion will be calculated as the average of the daily closing rates, for each of those currencies published by Bloomberg L.P. – New York Composite – 5:30 pm US Eastern time. The average is calculated using the daily closing rate of the 16th day of the month (or closest immediately following business day), up to and including the daily closing rate of the 15th day of the following month (or closest immediately preceding business day).

Customer shall make payment to AT&T’s Affiliate for the Services billed using SEI in the Approved SEI Country designated by the Customer in the SEI Currency shown on the invoice.

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SD-1.3.2.1. SEI Limitations and Exclusions

Section Effective Date: 13-Apr-2009

SEI is available subject to the following limitations:

- SEI is not available for all countries where Service is available. For some countries, SEI is required as a condition for Customer to obtain Service.
- Customer is required to maintain the Approved SEI Country and SEI Currency designated for a minimum of twelve months.
- AT&T reserves the right to modify or eliminate SEI, the SEI Approved Countries or the SEI Currencies, without prior notice. Services already contracted for prior to the date of such change, shall continue to be invoiced under the Customer's existing SEI terms until the expiration of the Pricing Schedule term.
- Depending on the jurisdiction where the Service or SEI is provided, AT&T may incur irrecoverable costs (such as taxes, duties, levies and other similar charges). Upon written notice to Customer, AT&T may increase the charges payable by Customer and may submit supplementary SEI invoices, for affected countries, to recover irrecoverable costs.
- AT&T reserves the right to modify the currency conversion methodology described herein. AT&T will inform Customer if a new currency conversion standard is selected.
- On termination of SEI, AT&T will invoice Customer for the SEI Eligible Services in accordance with the then-current invoicing procedure for each SEI Eligible Service.

SD-1.3.3. Flat Rate Billing

Section Effective Date: 14-Mar-2013

MPLS Ports, MPLS DSL Access Connections and Optional Features are billed at fixed monthly recurring charges based on the port speed selected, and, in the case of Class of Service (CoS) charges, based on the CoS package(s) selected.

Cross References

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[SD-1.3.5. Usage-Based Billing](#)**SD-1.3.4. Multiple Location Billing Option***Section Effective Date: 07-Jan-2010*

The Multiple Location Billing Option is not available.

SD-1.3.5. Usage-Based Billing*Section Effective Date: 16-Jul-2013*

Usage-Based Billing (“UBB”) may be either Burstable Billing (IP MPLS Ports only) or Hi-Cap Flex Billing. When Usage-Based Billing is selected, the monthly recurring charges applicable will be based in part on the Monthly Sustained Usage or a monthly Minimum Bandwidth Commitment for the Port speed selected.

Rates for Optional Features for Ports with UBB, for example, for CoS or Diversity Option Services, are based on the Port speed ordered and are not based on the Minimum Bandwidth Commitment or actual usage level.

SD-1.3.5.1. Burstable Billing*Section Effective Date: 14-Mar-2013*

When Customer selects Burstable Billing, the monthly recurring Port charge to Customer is based on Monthly Sustained Usage, subject to a minimum monthly charge based on the rate for the lowest MPLS Port speed tier available. Burstable Billing is available only with IP MPLS Ports at a T1/E1 bandwidth.

SD-1.3.5.2. Hi-Cap Flex Billing*Section Effective Date: 14-Mar-2013*

When Customer selects Hi Cap Flex Billing, the monthly recurring Port charge to Customer is based upon the MPLS Port speed and the Minimum Bandwidth Commitment selected. Additional charges apply for monthly sustained usage above that minimum commitment as specified in the applicable Schedule of Charges.

Hi Cap Flex Billing is available with:

- IP MPLS Ports at speeds above T1/E1, not including T1/E1
- Ethernet MPLS Ports on a single VLAN and multi-VLANs (via Unilink), at speeds of 10 Mbps and up to 1 Gbps

SD-1.3.5.3. Monthly Sustained Usage*Section Effective Date: 10-Jan-2008*

For UBB, Monthly Sustained Usage is measured as follows:

- AT&T polls the MPLS Port every five minutes and collects two data points, octets (units of data), in and out of the Port.
- The data points are recorded during the monthly billing cycle.

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- The top 5% of the data points over a month are disregarded for billing purposes. Customer's invoice amount will be based on 95% level of usage.

SD-2. AT&T VPN Access Arrangements

Section Effective Date: 22-Apr-2015

To use Service at Customer Sites located in the US Mainland, Hawaii, Puerto Rico and the US Virgin Islands, Customer must obtain access between each Customer Site and an AT&T POP, using clear channel digital dedicated access facilities obtained by Customer from AT&T or from another provider, or using another access arrangement compatible with Service. At Customer Sites located outside the US, except at Sites ordered using International Long Line Extension, or Digital Satellite Extension, or Zero Mile Access, AT&T will provide the Non-US Access Channel connection between the Customer Site and the AT&T POP, pursuant to the [AT&T Bandwidth Service Guide](#). In Canada, for sites without Managed Router Feature, Customer is responsible for providing the network termination unit (CSU/DSU). Outside the US, the access speed must equal the port speed for Frame Relay MPLS, ATM MPLS and Ethernet MPLS ports.

Each new MPLS Port at a Customer Site, wherever located, will require a new access line or access channel, and each replacement MPLS Port will require disconnection of the existing MPLS Port and access line or access channel and installation of a new access line or access channel. In both cases, any disconnect and installation/activation charges applicable to such access arrangements will apply.

Cross References

[P-1. Pricing](#)

SD-2.1. AT&T VPN-AT&T Packet Service Access Migration Option

Section Effective Date: 14-Mar-2013

The AT&T VPN-AT&T Packet Service Access Migration Option ("Packet Service Access Migration Option") allows Customer to upgrade an eligible current AT&T Packet Service Port to an AT&T VPN Service Port reusing the existing access arrangement in place for the AT&T Packet Service to support the AT&T VPN Service without disconnection of the access facility.

SD-2.2. International Long Line or Dedicated Satellite Extension

Section Effective Date: 18-Jul-2013

International Leased Line Extension ("ILLE") or Dedicated Satellite Extension ("DSE") provide access facilities (provided by authorized local providers) that connect a Customer Site in a country in which the Service is not offered ("Remote Site") to the POP in a country in which the Service is available.

SD-2.2.1. Full Channel or Half Channel Configuration

Section Effective Date: 18-Jul-2013

ILLE or DSE is provided in either Full Channel or Half Channel configurations.

Full Channel ILLE or DSE.

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AT&T combines AT&T facilities with the facilities of a one or more service providers authorized to provide services in the Remote Site country (or other country as necessary) to allow the Remote Site to connect to the Service in a country in which AT&T offers the Service. AT&T will invoice Customer directly for all ILLE or DSE facilities.

Half Channel ILLE or DSE.

AT&T combines AT&T facilities with the facilities of one or more service providers authorized to provide services in the Remote Site country (or other country as necessary) to allow the Customer Site to connect to the Service in a country in which AT&T offers the Service. Customer authorizes AT&T to act as the Customer agent to order services on behalf of Customer. By appointment as or agreeing to act as Customer's agent, AT&T shall not be considered to be providing access services or other services between the Remote Site and the country in which AT&T offers the Service. Customer shall contract directly with the Half Channel service provider in order to obtain ILLE or DSE service. Where AT&T has made arrangements with the service provider(s) to do so, AT&T will invoice Customer for ILLE or DSE facilities.

ILLE/DSE Half Channel Rate Structure.

When Half Channel ILLE or DSE is ordered, in addition to applicable charges for the access service, Customer shall pay to AT&T all provider pass through charges including applicable taxes and surcharges, which are subject to change upon notice by AT&T to Customer.

Invoicing.

Invoicing by AT&T for ILLE/DSE shall be in an AT&T VPN Service Country and is not available in the Remote Site Country.

Permits.

Customer is solely responsible for obtaining permits or authorizations necessary for AT&T to arrange for Customer's ILLE or DSE access to a Remote Site. Customer is responsible for compliance with all applicable regulations for its use of the ILLE or DSE access.

SD-2.2.2. International Long Line or Dedicated Satellite Extension – Availability

Section Effective Date: 26-Jun-2014

ILLE or DSE is available in the countries listed in the ILLE/DSE Country Availability Table, subject to prior confirmation by AT&T of availability of service from an authorized local service provider.

ILLE/DSE Country Availability Table	
ILLE	DSE
Albania	Afghanistan
Algeria	Algeria
Bahrain **	American Samoa
Bangladesh	Angola
Bolivia	Armenia

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ILLE/DSE Country Availability Table	
ILLE	DSE
Botswana	Bangladesh
Brunei	Belize
Cambodia	Bhutan
Costa Rica	Botswana
Djibouti	Brunei
Egypt	Burkina-Faso
El Salvador	Burundi
Estonia	Cameroon
Fiji	Cape Verde
Ghana	Central African Rep
Guam	Chad
Guatemala	Comoros
Honduras	Congo, Republic of
Jordan	Cook Islands
Kenya	Democratic Republic of Congo
Laos	Egypt
Latvia	Ethiopia
Lebanon	French Polynesia **
Libya	Gabon
Lithuania	Gambia
Luxembourg	Ghana
Macau	Guam
Macedonia	Guinea
Malta	Guinea-Bissau
Moldova	Iraq
Mongolia	Ivory Coast (Cote d'Ivoire)
Mozambique	Jordan
Myanmar	Kenya
Namibia	Kiribati
New Caledonia*	Lebanon
Nicaragua	Lesotho

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ILLE/DSE Country Availability Table	
ILLE	DSE
Nigeria	Liberia
Oman **	Libya
Papua New Guinea	Madagascar
Paraguay	Malawi
San Marino	Maldives
Serbia	Mali
Sri Lanka	Malta
Tunisia	Mauritania
Uganda	Mozambique
United Rep of Tanzania	Namibia
Uruguay	Nauru
Yemen **	Nepal
	New Caledonia*
	Niger
	Nigeria
	Niue
	Rwanda
	Samoa
	Senegal
	Sierra Leone
	Solomon Islands
	Timor Leste
	Togo
	Tonga
	Tuvalu
	Uganda
	Untied Rep of Tanzania
	Vanuatu
	Zambia
	Zimbabwe

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ILLE/DSE Country Availability Table	
ILLE	DSE
Notes	
* As of July 23, 2014, ILLE / DSE service to New Caledonia will no longer be available.	
** As of June 26, 2014, service to Bahrain, French Polynesia, Oman, and Yemen will no longer be available.	

SD-2.3. Network-to-Network Interconnections (NNI)

Section Effective Date: 10-Oct-2013

In certain countries, Customer may connect to the Service using a Network-to-Network Interconnection (NNI). NNIs allow a Customer to connect a Site to the Service using a network connection provided by another service provider network. NNIs may be used to connect a Site to the Service from specific locations within a country where AT&T provides the Service or to allow a Customer location in a country where AT&T does not provide the Service to connect to the Service in a country where AT&T provides the Service.

Certain Features and/or SLAs may not be available when the Service is accessed by Customers using NNI. CoS mapping may be different on NNI. Customer traffic carried on NNI will be mapped to the closest equivalent CoS mapping available.

Connection to the Service using NNI is available from Sites located in the countries listed in the NNI Country Availability Table.

SD-2.3.1. NNI Country Availability Table

Section Effective Date: 22-Oct-2015

NNI Country Availability Table*				
Asia Pacific	Central & Latin America	EMEA		
		Europe	Middle East	Africa
China	Anguilla	Armenia	Bahrain	Algeria
India	Antigua and Barbuda	Azerbaijan	Egypt	Angola
	Argentina	Belarus	Jordan	Benin
	Aruba	Denmark	Kuwait	Botswana
	Bahamas	Finland	Lebanon	Burkina Faso
	Barbados	Georgia	Oman	Burundi
	Belize	Kazakhstan	Saudi Arabia	Cameroon
	Bermuda	Kyrgyzstan		Cape Verde
	Bonaire, St Eustatius & Saba	Moldova		Congo Republic

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NNI Country Availability Table*				
Asia Pacific	Central & Latin America	EMEA		
		Europe	Middle East	Africa
	Brazil	Norway		Democratic Republic of Congo
	British Virgin Islands	Russia		Djibouti
	Cayman Islands	Sweden		Ethiopia
	Chile	Tajikistan		Equatorial Guinea
	Colombia	Ukraine		Gabon
	Costa Rica	Uzbekistan		Gambia
	Curacao (Netherlands Antilles)			Ghana
	Dominica			Guinea
	Dominican Republic			Ivory Coast
	Ecuador			Kenya
	El Salvador			Lesotho
	Grenada			Liberia
	Guadeloupe			Libya
	Guatemala			Madagascar
	Guyana			Malawi
	Haiti			Mali
	Honduras			Mauritania
	Jamaica			Mauritius
	Martinique			Mozambique
	Mexico			Namibia
	Montserrat			Niger
	Nicaragua			Nigeria
	Panama			Reunion
	Paraguay			Rwanda
	Peru			Senegal
	St. Kitts and Nevis			Sierra Leone
	St. Lucia			Swaziland
	St. Martin			Togo

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NNI Country Availability Table*				
Asia Pacific	Central & Latin America	EMEA		
		Europe	Middle East	Africa
	St. Vincent and the Grenadines			Tunisia
	Suriname			Uganda
	Trinidad and Tobago			United Republic of Tanzania
	Turks and Caicos			Zambia
	Uruguay			Zimbabwe
Notes:				
*	Not all AT&T VPN Service Features (i.e., Multicast) are available in all countries.			

SD-2.4. Zero Mile Access

Section Effective Date: 14-Mar-2013

Zero Mile Access (ZMA) allows a Customer to connect Customer Equipment located at an AT&T or third party data center to an MPLS Port if an AT&T POP is located at the same AT&T or third party data center. The demarcation for Service is the patch panel associated with the MPLS Port at the AT&T POP. Customer is solely responsible for arranging (including contracting and payment) for all space, wiring, equipment, provisioning, and maintenance required to connect Customer premises equipment to the AT&T patch panel. If an AT&T POP becomes no longer available (including if it is decommissioned by AT&T) at an AT&T or third party data center where Customer connects using ZMA, Customer is solely responsible for (including responsibility for contracting and payment for) arrangements to re-locate Customer Equipment to a data center where an AT&T POP is available for ZMA connection, or for obtaining connectivity from the Customer Equipment to another AT&T POP.

SD-2.5. Cross Border Ethernet

Section Effective Date: 01-May-2014

Cross Border Ethernet provides access facilities (provided by authorized local providers) that connect a Customer Site in a country in which the Service is not offered ("Remote Site") to the POP in a country in which the Service is available. Certain SLAs may not be available when the Service is accessed by Customers using Cross Border Ethernet access.

SD-2.5.1. Full Channel Configuration

Section Effective Date: 01-May-2014

Cross Border Ethernet is provided in Full Channel configuration.

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SD-2.5.2. Full Channel Cross Border Ethernet*Section Effective Date: 01-May-2014*

AT&T combines AT&T facilities with the facilities of a one or more service providers authorized to provide services in the Remote Site country (or other country as necessary) to allow the Remote Site to connect to the Service in a country in which AT&T offers the Service. AT&T will invoice Customer directly for all Cross Border Ethernet facilities.

SD-2.5.3. Cross Border Ethernet — Availability*Section Effective Date: 09-Sep-2015*

Cross Border Ethernet is available in the countries listed in the Cross Border Ethernet Country Availability Table, subject to prior confirmation by AT&T of availability of service from an authorized local service provider.

Cross Border Ethernet Country Availability Table	
Billed In-Country	Billed via SEI
Bulgaria	Albania
China (SST)	Bosnia / Herzegovina
Colombia	China (CT, CU)
Croatia	Costa Rica
Denmark	Honduras
El Salvador	Iraq
Estonia	Iceland
Finland	Liechtenstein
Guatemala	Macedonia
Hungary	Moldova
Latvia	Monaco
Lithuania	Montenegro
Luxembourg	Nicaragua
Norway	Saudi Arabia
Panama	Serbia
Poland	Ukraine
Portugal	United Arab Emirates (UAE)
Romania	
Slovenia	
Sweden	
Turkey	

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SD-2.6. Site Access Termination*Section Effective Date: 11-Jul-2015*

AT&T may utilize Non-terrestrial (Radio/Microwave/In-Country Satellite) technology to terminate the MPLS ordered access arrangement at the customer premises. Utilizing this technology will alter the performance metrics. This access may require additional customer responsibilities and will be supported ICB.

SD-3. Service Components*Section Effective Date: 14-Mar-2013*

The primary Service Components are MPLS Ports. An MPLS Port provides the connection between a supported access arrangement and the AT&T Network. The MPLS Port speed is the maximum rate for transmission of data through the MPLS Port. AT&T MPLS Ports are available in a variety of protocols, and the availability of specific port speeds will vary by protocol. Available MPLS Port speeds range from 56k through 10 Gbps. Changing the type/protocol of an MPLS Port at a Customer Site may require the addition of a new MPLS Port and access line or access channel and disconnect of the existing MPLS Port and access line or access channel. Applicable charges will apply. A change order that increases the speed of an installed MPLS Port in the US does not require a disconnect and reconnect of the port or payment of the applicable disconnect/reconnect charges; provided, however, that disconnect and reconnect of the port is required and disconnect/reconnect charges apply (i) if a change to the access speed is required, or (ii) if the order is to increase the speed for MPLS ATM Port from a sub-rate to a full rate speed.

Available MPLS Port speeds by MPLS Port type are listed in the Schedule of Charges. Not all speeds are available in all countries.

Cross References

[SD-8.4. Change Orders](#)

[SD-8.5. Disconnect Orders](#)

[P-1. Pricing](#)

SD-3.1. Frame Relay MPLS Ports*Section Effective Date: 14-Mar-2013*

A Frame Relay MPLS Port allows a Customer Site to connect to the AT&T Network using Frame Relay protocol.

SD-3.2. ATM MPLS Ports*Section Effective Date: 14-Mar-2013*

An ATM MPLS Port allows a Customer Site to connect to the AT&T Network using ATM protocol.

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SD-3.3. IP MPLS Ports*Section Effective Date: 23-Jan-2015*

An IP MPLS Port allows a Customer Site to connect to the AT&T Network using Internet Protocol. Three types of IP MPLS Ports are available: IP MPLS Ports supporting point-to-point protocol (PPP) format, IP MPLS Ports supporting multilink point-to-point protocol (MLPPP) format and IP MPLS Ports supporting Frame Relay Encapsulation format. IP MPLS ports using Multi Link point to-point protocol (MLPPP) format allow Customer to aggregate multiple T1/E1 access lines to connect a Customer Site to one IP MPLS Port at an NxT1/E1 speed, rather than having to connect each T1/E1 access line to a separate MPLS Port. IP MPLS Ports using Frame Relay Encapsulation protocol allow a customer to aggregate multiple T1 access lines with the MLFR (Multi-Link Frame Relay) protocol to connect a customer site to one IP MPLS port at an NXT1 speed. Frame Relay Encapsulation allows the Unilink option (multiple logical channels, each to a different VPN).

Customer may not order a change to the format (e.g. PPP to Frame Relay Encapsulation, Frame Relay to PPP, etc.) of an installed IP MPLS Port; except, however, for ports located in the United States, Customer may order an upgrade from a T1 PPP port to an NxT1 MLPPP port or downgrade from NxT1 MLPPP to T1 PPP. Except as provided for port upgrades or downgrades, in order to obtain a different format Customer must order a new IP MPLS Port in the desired format and a new access line or access channel must be ordered and the installed IP MPLS Port and the existing access line or access channel must be disconnected. Any applicable activation, termination and disconnect charges will apply.

Cross References

[SD-6.3. Unilink](#)

[P-1. Pricing](#)

SD-3.4. Ethernet MPLS Ports*Section Effective Date: 14-Mar-2013*

An Ethernet MPLS Port allows a Customer Site to connect to the AT&T Network using Ethernet protocol.

Not all features of the Service are available with Ethernet MPLS Ports. Certain limitations apply to Ethernet MPLS Ports ordered prior to the effective date of this section. In order to obtain certain features of the Service for Ethernet MPLS Ports, Customer may be required to disconnect and reorder the applicable Ethernet MPLS Port and to pay applicable disconnection and installation charges for the disconnection and installation.

SD-3.4.1. Multiple Logical Channels/Virtual Local Area Networks*Section Effective Date: 26-Jun-2014*

When the Unilink Feature (where available) is ordered, an Ethernet MPLS Port can be divided into multiple Logical Channels called Virtual Local Area Networks (VLANs).

Subject to limitations, Customer may use multiple VLANs (at defined speeds) to enable an Ethernet MPLS Port to be part of several Customer VPNs and a single Virtual Network Internet Connection. Bursting beyond the defined VLAN speed is not supported. The sum of the speeds of all VLANs on an Ethernet MLS Port may not exceed the Ethernet MPLS Port speed.

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Cross References

[SD-6.3. Unilink](#)**SD-3.4.2. Bi-directional Forwarding Detection Feature***Section Effective Date: 14-Mar-2013*

Bi-directional Forwarding Detection (BFD) is available as a feature to MPLS Ethernet and MPLS IP Ports. The feature is available on IPv4 and dual stack IPv4/IPv6 ports. BFD is available on a per VLAN or Logical Channel basis.

BFD sends short, periodic heartbeat messages (at intervals of 300 milliseconds, 1, 2, or 3 seconds), which are used to detect issues impacting access connecting the Service network edge and the customer premises router. BFD is designed to quickly detect and provide notice of circuit problems, to allow customer to re-route traffic to an existing backup link. Notice of a trouble is sent if three (3) heartbeat intervals occur and no heartbeat is received from the customer premises router.

SD-3.4.3. Local AS/Replace AS and Remove Private AS Features*Section Effective Date: 14-Mar-2013*

Local AS/Replace AS and Remove Private AS are available as features to MPLS Ethernet and MPLS IP Ports. (In this section, AS refers to Autonomous System or Autonomous System Number.) Local AS/Replace AS and Remove Private AS are available per stack by VLAN or Logical Channel for each IPv4/IPv6 dual stack ports only.

Local AS/Replace AS feature collects the Local AS number (private or public) from the customer to manipulate BGP AS path.

Remove Private AS feature removes the AS Number (ASN) in the private AS range from the AS path in the outbound network edge to customer edge router advertisements. Private ASNs are not removed from the AS path list when the source path contains a public ASN. Non-US based network edges contain AT&T public ASNs, which are not eligible for removal using the Remove Private AS feature.

SD-3.4.4. Sub Rate Ports*Section Effective Date: 19-Dec-2014*

AVPN Ports for Ethernet in Most of World can be sub rated to a speed below the ordered Access Speed. This means that the AVPN MPLS Port Speed can be lower than the ordered Access Speed. Speed limitations do apply (not all Access Speeds available to all Port Speeds) and this capability is not available in all countries or with all Local Access Suppliers.

SD-3.5. MPLS DSL Access Connection*Section Effective Date: 14-Mar-2013*

The MPLS DSL Access Connection provides a MPLS Port that allows a Customer Site to connect to the AT&T Network, bundled with a DSL access line between the MPLS Port and the Customer Site. AT&T also provides and installs an AT&T DSL modem (either a DSL DSU or a DSL Router) at the Customer Site, with default configuration settings, including basic inside wiring from the LEC minimum point of entry (not to exceed two hours of inside wiring work).

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SD-3.6. MPLS ADSL Line Shared Connection*Section Effective Date: 14-Mar-2013*

The MPLS ADSL Line Shared Connection includes a MPLS Port that allows a Customer Site to connect to the AT&T Network, bundled with an Asymmetric DSL (ADSL) access line between the MPLS Port and the Customer Site. ADSL access lines are provisioned over a Customer provided POTS line that is provided by the Local Exchange Carrier (“LEC”). ADSL will provide asymmetric bandwidth to the Customer Site up to the quoted speed. Customer eligibility for ADSL speeds may depend upon the distance the Customer Site is from the LEC provider central office.

The Service demarcation point for ADSL Line Shared Connections is the LEC minimum point of entry at the Customer Site.

The MPLS ADSL Line Shared Connection may not be available in all locations where the Service is offered and may not be compatible with all Service features and capabilities. The Unilink feature is not available on MPLS ADSL Line Shared Connections.

The MPLS ADSL Line Shared Connection does not include an ADSL Router or the installation of an ADSL Router at the Customer Site.

The MPLS ADSL Line Shared Connection does not include the POTS line, passive filters or inside wiring.

SD-3.7. MPLS DSL Ports*Section Effective Date: 14-Mar-2013*

The MPLS DSL Port allows a Customer Site to connect to the AT&T Network using DSL protocol.

MPLS DSL Ports are subject to the following limitations:

- Customers must order all DSL access required for a Site at the time of the initial order.
- All DSL access at a Site must be ordered at the same speed.
- Customers ordering DSL access at a Site cannot change access speed or type using a change order. All changes to DSL access ordered at a Site will require Customer to submit disconnect and add orders. Customer changing access speed or type will incur disconnect charges and installation charges, and may incur termination charges. Disconnect and installation charges may not appear on the same monthly invoice.

SD-3.8. MPLS PVCs*Section Effective Date: 14-Mar-2013*

MPLS PVCs (permanent virtual circuits) provide Layer 2 point-to-point connectivity within the AT&T Network between MPLS Frame Relay Ports and/or MPLS ATM Ports. This connectivity is in addition to the connection of these MPLS Ports to the VPN. The Logical Channel speed defines the minimum data transfer rate available between the two MPLS Ports logically connected by a MPLS PVC. MPLS PVCs may not be connected to IMA ATM MPLS Ports or MPLS Ports that are part of MPLS DSL Access Connections. The Unilink Feature charge will apply to all MPLS Ports connected to MPLS PVCs.

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Cross References

[SD-6.3. Unilink](#)

SD-4. AT&T VPN Capabilities

SD-4.1. Any-to-Any Connectivity

Section Effective Date: 14-Mar-2013

The Service supports “any-to-any” communication between all types of MPLS Ports on the same VPN.

SD-4.2. Multiple Logical Channels

Section Effective Date: 25-Mar-2014

The Service supports multiple logical channels on MPLS Ports when the Unilink Feature is ordered, so that the MPLS Port may be part of multiple VPNs or connect to multiple MPLS PVCs. Logical Channel speeds on MPLS Ports may not exceed the maximum Logical Speed specified by AT&T. Logical Channels may burst up to the MPLS Port speed if bandwidth is available on the MPLS Port, except for Ethernet access with defined VLAN speeds, which cannot burst.

Cross References

[SD-6.3. Unilink](#)

SD-4.3. Routing Protocols

Section Effective Date: 14-Mar-2013

The Service supports both eBGP and static routing. Customers that use eBGP can configure the BGP Multipath option to enable load sharing across multiple MPLS Ports.

SD-4.4. Traffic Separation

Section Effective Date: 14-Mar-2013

The Service enforces traffic separation among Customers in accordance with the RFC2547 standard. A unique virtual routing and forwarding table is assigned to each Customer's VPN. Traffic separation occurs without tunneling or encryption through a combination of BGP routing and MPLS label forwarding. VPN membership depends upon logical or physical ports entering the VPN, where a unique route distinguisher (RD) is assigned to each Customer route to make it unique within the MPLS backbone and a unique route target (RT) is assigned to ensure each route is placed into the correct Customer virtual routing and forwarding table. A packet received by the AT&T Network is associated with a Customer's VPN, and a forwarding table associated with the particular VPN is used to determine a set of possible egress interfaces within Customer's VPN.

SD-4.5. Service Restoration

Section Effective Date: 16-Dec-2013

The Service supports trouble resolution, repair and restoration support is provided remotely or by technician dispatch. The length of time to restore Service depends on the specific nature of

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the event impacting the Service. Standard intervals for time to restore Service are set forth in the Time to Restore Table. The intervals shown are non-binding and provided for planning purposes only (and not subject to remedy under Service Level Agreements). If customer has a Lite Managed Router feature these intervals do not apply when a failure requires replacement hardware dispatch.

Time to Restore Table	
Country Group 1 through 4*	Four (4) hours for failures that do not require a technician dispatch
	Eight (8) hours for failures requiring a technician dispatch
Country Group 5*	Eight (8) hours for failures that do not require a technician dispatch
	Sixteen (16) hours for failures requiring a technician dispatch
*Country Groups are defined in the Service Level Agreements.	

SD-4.5.1. Problem Severity Code Definitions

Section Effective Date: 01-Jul-2013

The Customer defines the severity of a problem when the call is placed. The following definitions are provided as guidance to assist the Customer to appropriately assign the severity of a problem.

Problem Severity Code Definitions	
Severity	Definitions
1	Critical problem that stops Customer from functioning. The network, service or product is unusable and Customer is completely out of service.
2	Major problem with severe impact on Customer business, but does not stop it from functioning. The network, service or product is interrupted or severely degraded and Customer is not able to work at expected levels of performance and productivity. Also used for Severity 1 problems with a 100% bypass but awaiting final resolution.
3	Minor problem that does not seriously affect service or network availability or functionality used in Customer business.
4	No problem. Customer business is not impacted. There is no significant impact to the user. Incident may be a request for service information or a suggestion.

SD-5. Managed CPE Features

Section Effective Date: 19-May-2012

AT&T offers management of the following Equipment located on Customer premises (Customer Premises Equipment or CPE): Managed Router and Managed Channel Service Units (CSUs).

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SD-5.1. Managed Router

Section Effective Date: 14-Mar-2013

Under the Managed Router feature, AT&T provides, configures, monitors, manages and maintains the AT&T-provided Equipment located at the Customer Site. The Equipment may consist of a router and other Equipment, as applicable, e.g. an asynchronous modem used to diagnose and manage the router.

The management demarcation point is the LAN interface card on the router at the Customer Site.

Logical configurations or other router management commands employed by AT&T with Managed Router Equipment, whether AT&T or Customer-owned Equipment, are the sole and exclusive property of AT&T. Logical configurations and other router commands are confidential AT&T Information. Upon termination of Service or disconnection or termination of a Site, Customer shall have no right to use, or ownership interest in, the logical configurations or other router management commands present or loaded on Equipment. Upon termination of Service or disconnection or termination of a Site, Customer shall ensure that Equipment is returned or made available to AT&T to allow removal of all AT&T confidential Information, including logical configurations and router management commands.

The Managed Router feature may not be used with or may not be supported by all Service Components, capabilities, or features.

SD-5.1.1. AT&T-Owned/AT&T-Managed Option

Section Effective Date: 26-Nov-2013

Under the AT&T-Owned/AT&T-Managed option, the Managed Router is owned by AT&T and made available to Customer for use as part of the Service.

Effective July 31, 2013, Inverse Multiplexing (IMA) configurations for the AT&T Managed Router feature are not supported for New Sites, Site Moves, or after replacement or repair of an AT&T Managed Router at an existing Site.

Customer is solely responsible for the loss or destruction of AT&T-owned CPE. If AT&T CPE is lost, destroyed or not returned to AT&T within thirty (30) days upon termination of Service, Customer shall pay a charge not to exceed the then current list price of the CPE.

SD-5.1.2. Customer-Owned/AT&T-Managed Option

Section Effective Date: 12-Mar-2015

Under the Customer-owned/AT&T-Managed option, Customer purchases the Managed Router that is used as part of the Service. Effective March 1, 2015, this option is only available on an ICB basis.

SD-5.1.2.1. Customer Responsibilities for the Customer-Owned/AT&T Managed Router Option

Section Effective Date: 20-Dec-2012

Customers electing the Customer-Owned/AT&T Managed Router Option are required to:

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- Purchase a new Router. A refurbished or reused router is not supported for AT&T Managed Router Feature.
- Purchase (and cause to be delivered to AT&T) only routers listed on the AT&T supplied Equipment Order List (EOL), which will specify the router type. Only the router manufacturer(s) and type(s) listed on the EOL are supported under the Customer-Owned Router Option. Customer is responsible for and shall bear all shipping costs (and bears any risk during shipment) associated with supplying AT&T with a customer-owned router.

Acceptance of the router delivered by Customer shall be at the sole discretion of AT&T and shall be based on compliance with the EOL requirements that (a) the router hardware/software configuration are consistent with the configuration on the EOL; and (b) the router passes an operational (power-up) test. Customer is solely responsible for remediation of any issues that result in a noncompliant router. Customer shall be responsible for communication of any requirements to the router manufacture to remediate noncompliant configurations or operational failures. Customer is solely responsible and shall bear all costs (including shipping, packaging, etc.) associated with router return or remediation and shall bear all risk of loss during shipment of returned or remediated routers.

SD-5.1.3. Mobility Features (US Only)

Section Effective Date: 16-Nov-2015

There are two 4th Generation/Long Term Evolution (4G/LTE) wireless capabilities for AVPN Managed Router sites 1) mobility backup/failover option for primary wireline connections and 2) mobility primary access to a customer's AVPN network.

These features are only available for qualified US sites within the AT&T Mobility footprint.

Actual network speeds when the Feature is deployed depend upon device characteristics, network, network availability and coverage levels, tasks, file characteristics, applications and other factors. AT&T wireless services are not equivalent to wireline services and AT&T does not guarantee uninterrupted service or coverage for wireless features.

SD-5.1.3.1. Mobility Failover Option

Section Effective Date: 16-Nov-2015

With the Mobility Failover Option, AT&T provides additional resiliency options that include wireless connectivity. These options provide the ability to implement network-diverse (wireline and wireless) resiliency arrangements for AVPN Manage Router sites.

The Mobility Failover Option provides the capability to reroute Customer data traffic at an AT&T VPN Service Site supporting the AT&T VPN Managed Router feature to a wireless connection when a failure of the Service occurs at the supported Site. If a failure of the Service occurs at a Site where the AT&T VPN Managed Router Mobility Failover Option is provisioned, the AT&T Managed Router automatically reroutes traffic to the wireless connection provisioned in the CPE. The maximum speed for a given site is limited by the speed of the wireline site being backed up. Customer data traffic will resume being carried by the wireline connection upon restoral of the wireline service.

Service Components qualify for Service Level Agreements that are expressly applicable.

Not all AT&T VPN Features and Capabilities are supported during a Failover.

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AT&T VPN Mobility Failover Option is not available with the AT&T VPN Lite Managed Router feature.

The Mobility Failover Option is not available with the Customer Self-Installation option.

AT&T is not responsible for failure to meet Managed Router MPLS Site-to-MPLS Site Latency Service Level Agreements when Mobility failover is active.

AT&T is not responsible for failure to meet Managed Router MPLS Site-to-MPLS Site Data Delivery Service Level Agreements when Mobility failover is active.

AT&T is not responsible for failure to meet Managed Router MPLS Site-to-MPLS Site Jitter Service Level Agreements when Mobility failover is active.

SD-5.1.3.2. Mobility Primary

Section Effective Date: 16-Nov-2015

Mobility Primary access provides the ability to connect remote Managed Router sites to the AVPN network MPLS network using wireless connectivity.

Not all AT&T VPN Features and Capabilities are supported when using Mobility Primary access.

Mobility Primary access is not available with the AT&T VPN Lite Managed Router feature.

Mobility Primary access is not available with the Customer Self-Installation option.

The following Service Level Agreements are not applicable/available to sites with Mobility Primary access:

- Managed Router MPLS Site-to-MPLS Site Latency
- Managed Router MPLS Site-to-MPLS Site Data Delivery
- Managed Router MPLS Site-to-MPLS Site Jitter.

SD-5.1.4. Lite Managed Router Option

Section Effective Date: 16-Dec-2013

This feature is available in the US only. Under the Lite Managed Router Option AT&T provides Advanced Replacement Next Business Day equipment delivery, as needed, for malfunctioning AT&T CPE. Customer is responsible for installing the delivered replacement CPE with telephone assistance from AT&T, if required. Customer is responsible for returning the replaced malfunctioning CPE to the return address in the box provided within 30 days of replacement, or shall pay a charge not to exceed the then current list price of the malfunctioning CPE.

SD-5.1.5. Cascaded Managed Router Option

Section Effective Date: 12-Jun-2015

Under the Cascaded Managed Router option, AT&T provides Customer with an AT&T Cascaded Managed Customer Edge Router (CCER) that is cascaded behind an AT&T Managed Customer Edge Router (CER) connected to the AT&T Global Network (AGN) Provider Edge. Customer is responsible for providing Access between the Cascaded Managed CCER and the Managed CER. IPsec may be required for AT&T Network Management Traffic when the Cascaded Managed CCER is connected to the Managed CER via Customer's intermediary

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device (i.e., a non-AT&T managed LAN switch). Rates for IPSec are applied according to the Schedule of Charges.

Cascaded Managed CER qualifies for the following Service Level Agreements (SLAs) only:

- Site Availability/Time to Restore
- On-Time Provisioning

Cascaded Managed CER provides all standard reports, including, but not limited to, Site-to-Site Performance Report, even though Site-to-Site SLAs are not provided.

Cross References

[SD-5.1.7. AT&T VPN Service IPSec Feature Definition](#)

SD-5.1.6. Enhanced Access Service – CPE

Section Effective Date: 12-Mar-2015

AT&T VPN Managed Services is offered in the below countries as an Enhanced Access Service where the access, when ordered via AT&T VPN Service (when available for the country), is combined with an EaaS (Equipment as a Service). AT&T is responsible for the overall management of the CPE and will invoice the customer for the CPE. Standard AT&T VPN Managed reports will be available.

AT&T retains the right to terminate the service without liability if a regulator demands it or imposes licensing or other compliance obligations with which AT&T cannot, or elects not to, comply.

Enhanced Access Service - CPE Country Availability Table
Afghanistan, Albania, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia / Herzegovina, Botswana, Burkina-Faso, Burundi, Cameroon, Cape Verde, Central African Rep, Chad, Comoros, Congo Republic, Democratic Republic of Congo, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Iceland, Iraq, Ivory Coast, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Macedonia, Madagascar, Malawi, Mali, Malta, Mauritania, Mauritius, Mayotte, Moldova, Montenegro, Mozambique, Namibia, Niger, Nigeria, Oman, Qatar, Reunion, Rwanda, San Marino, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Swaziland, Tajikistan, Togo, Tunisia, Uganda, Ukraine, United Arab Emirates, United Republic of Tanzania, Uzbekistan, Vietnam, Yemen, Zambia, Zimbabwe

SD-5.1.7. AT&T VPN Service IPSec Feature Definition

Section Effective Date: 12-Jun-2015

The AT&T VPN Service IPSec (Internet Protocol Security) Feature provides an encrypted path (tunneling) between two AT&T VPN Customer Edge Routers (CERs) managed by AT&T. Subject to individual country availability, the following encryption standards are available:

- Triple DES encryption (3DES)
- Single DES encryption (1DES) where 3DES is not available

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- Advanced Encryption Standard (AES).

The IPSec Feature is provided subject to the following limitations:

- Class of Service 1 is not available at a Site if the IPSec Feature is enabled at the Site.
- The IPSec Feature is not available between two remote sites in a hub and spoke network configuration.
- Multicast is not available at an AT&T VPN Managed Router site when IPSec is enabled on the router.
- If there is dual router resiliency setup at a given router site, both routers must be identically configured.

A one time setup charge and a monthly recurring charge will be levied for the AT&T VPN IPSec feature.

The IPSec Feature is not available in all countries where AT&T VPN Service is available.

Cross References

[SD-5.1.5. Cascaded Managed Router Option](#)

SD-5.1.8. SNMP Read Only Access

Section Effective Date: 18-Jul-2013

Customer may request Simple Network Management Protocol (SNMP) Access under which AT&T grants Customer read-only access (ROA) to the Customer Edge Routers at Customer Sites. AT&T will provide Customer distinct SNMP community strings for Customer to access select Management Information Bases (MIBs) in the Customer Edge Router via Customer's network management system(s). Customer Edge Router is access-list protected and limits SNMP Access to no more than two Customer network management servers. Customer must provide AT&T the IP address(es) of up to three (3) of the Customer network management server(s) that are configured for SNMP ROA.

Overuse of SNMP Access may place excessive demands on the Customer Edge Router's processor or other components, which may impair performance of the Service. AT&T is not responsible for SLA failure caused by Customer's SNMP ROA activities.

If Customer elects to implement SNMP ROA, Customer is responsible for software and hardware issues related to Customer's network management servers.

SD-5.1.9. Terminal Access Controller Access-Control System (TACACS)

Section Effective Date: 01-Nov-2013

AT&T offers Terminal Access Controller Access-Control System ("TACACS Solution") read-only access using Secure Shell protocol, v 2 or higher ("SSH") or Telecommunications Network protocol ("TelNet") to AT&T VPN Service on an Individual Case Basis at the rates listed in the Schedule of Charges. Customer must sign a Pricing Addendum to their AVPN Pricing Schedule to receive this Custom feature.

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SD-5.1.10. Managed Router Service Interworking for Failover Feature*Section Effective Date: 11-Jul-2015*

The Managed Router Service Interworking for Failover Feature provides the capability to reroute Customer data traffic at an AT&T VPN Service Site supported by a Managed Router to an Alternate AT&T Data Transport Service when a failure of the Service occurs at the supported Site. If a failure of the Service occurs at a Site where the Managed Router Service Interworking for Failover Feature is activated, the AT&T Managed Router reroutes traffic to the Alternate AT&T Data Transport Service designated by Customer (a "Failover"). Customer data traffic will resume being carried by the Service upon restoral of the Service.

Service Components interconnected using the Managed Router Service Interworking for Failover Feature qualify only for Service Level Agreements that are expressly applicable to the respective Service.

Not all AT&T VPN Features and Capabilities are supported during a Failover.

Not all Class of Service categories are supported during a Failover.

All Service Interworking Solutions require Pre-Order design review and approval.

Alternate AT&T Data Transport Services available with AT&T VPN Service Interworking for Failover Feature are:

- AT&T Network-Based IP VPN Remote Access Service (ANIRA)
- AT&T Virtual Private Network Tunneling Service (AVTS)

SD-5.1.11. NetFlow Feature*Section Effective Date: 09-Sep-2014*

AT&T will enable on Managed Routers NetFlow Version 5 and NetFlow Version 9 ("NetFlow" or "NetFlow Feature"), which is a Cisco IOS® application that provides statistics on packets flowing through the routing devices in the network. NetFlow statistics may be generated on the router either with ingress traffic only or ingress and egress traffic depending on the AT&T CPE implemented at the site.

NetFlow is supported on a single WAN port per router and is not supported in a single router dual access configuration.

Network Class of Service traffic classifications may not apply to all NetFlow data versions. In some cases, NetFlow traffic may take precedence over Customer data subject to CoS, including voice and data traffic during periods of network congestion.

NetFlow traffic may adversely impact network performance, available bandwidth, and router utilization. At AT&T's discretion, AT&T may disable NetFlow on Customer's AT&T Managed Router if use of NetFlow causes network performance degradation.

The NetFlow Feature does not include NetFlow Collection Services, which must be provided and supported by Customer. An additional NetFlow Collector may be required if Customer's network is running both versions. Customer shall be responsible for the costs of upgrading router hardware (including configuration of additional memory) necessary to support NetFlow.

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SD-5.1.12. Service at a Distance – CPE*Section Effective Date: 22-Oct-2015*

AT&T VPN Managed Services is offered through custom implementation in the below countries as a Service at a Distance where the customer must own, stage, install and maintain the router. AT&T will download the configuration and ping the router. If a router related ticket is opened, AT&T will notify the Customer that the router requires maintenance. Once customer has notified AT&T that it is fixed, AT&T will test and close the ticket. There are no Site Availability SLAs on these sites. Standard AT&T VPN Managed reports will be available.

AT&T retains the right to terminate the service without liability if a regulator demands it or imposes licensing or other compliance obligations with which AT&T cannot, or elects not to, comply.

An OTC for virtual assistance in setting up the CPE and an MRC for lifecycle diagnostics of the CPE apply per the Schedule of Charges.

Service at a Distance - CPE Country Availability Table	
Country	Notes
Bangladesh, Bhutan, Bolivia, Brunei, Cambodia, Cook Islands, Fiji, French Polynesia, Guam, Guyana, Honduras, Kiribati, Laos, Macau, Maldives, Mongolia, Morocco, Myanmar, Nauru, Nepal, Nicaragua, Niue, Pakistan, Paraguay, Papua New Guinea, Saint Barthelemy, Saipan (Northern Mariana Islands), Samoa (American), Samoa (Western), Solomon Islands, Sri Lanka, Timor Leste, Tonga, Tunisia, Tuvalu, Uruguay, Vanuatu	
Bonaire, St Eustatius & Saba	<ICB>
Notes	
<ICB>	Currently only available on an Individual Case Basis.

SD-5.2. Managed CSU-Probe Feature and Enhanced Reports*Section Effective Date: 16-Dec-2013*

Under the Managed Channel Service Unit (“CSU”)-Probe Feature, AT&T provides, configures, monitors, manages and maintains an AT&T-provided CSU-Probe at a Customer Site. The equipment consists of a CSU-Probe and other Equipment, as necessary (e.g. an asynchronous modem) to manage and monitor the AT&T-provided CSU-Probe. The Managed CSU-Probe Feature does not include a Customer-owned equipment option.

Except where the Customer has also purchased the Managed Router Feature, the management demarcation point for the Service is the WAN port out of the CSU-Probe facing the CPE Router.

The AT&T Managed CSU-Probe feature is not available on or may not support all Service capabilities or Features. It is not available at sites with Lite Managed Router.

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SD-5.3. Installation and Management Support*Section Effective Date: 14-Mar-2013*

AT&T provides the Installation Support, Diagnostics and Management Support of the Service with the Managed Router and Managed CSU-Probe Features ("Managed CPE").

SD-5.3.1. Initial Installation Support*Section Effective Date: 16-Dec-2013*

AT&T coordinates the Initial Installation of Managed CPE at Customer's Sites. AT&T:

- Coordinates procurement of CPE hardware (or, where the Customer-Owned Managed Router is selected, provides to Customer an approved Equipment Order List (EOL)) for Customer's AT&T VPN Managed CPE;
- Provides staging, delivery, configuration, testing, of such hardware and software (including Customer-Owned Managed Router Equipment upon validation by AT&T of compliance with requirements as specified in the EOL); and
- Tests end-to-end connection.

SD-5.3.1.1. AT&T Installation Option*Section Effective Date: 16-Dec-2013*

This is the default option. AT&T will send a representative onsite in order to test and turn up the router.

SD-5.3.1.2. Customer Self-Installation Option*Section Effective Date: 16-Dec-2013*

For Managed Router Sites located in the US, Customers can access the AT&T VPN Implementation Planner at <http://planner.bus.att.com/avpn/>, which provides detailed information about how a Customer can self-install the router with AT&T telephone support.

SD-5.3.2. Diagnostics and Life Cycle Maintenance*Section Effective Date: 14-Mar-2013*

AT&T performs life-cycle maintenance and diagnostic monitoring. AT&T provides:

- Proactive 7-days-per-week, 24-hours-per-day (7 x 24) diagnostic monitoring of Service Components provided;
- Help desk support;
- Coordination, as appropriate, with the local carrier or the hardware or software vendor in the event of a disruption or a degradation of service performance or in connection with AT&T's ongoing capacity management;
- Ongoing proactive software maintenance updates to AT&T-provided CPE in accordance with AT&T's maintenance schedule; and

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- Problem management, including logging, tracking and escalating reported problems based on severity levels, as well as dispatch of and problem diagnosis by local carrier or hardware maintenance personnel.

SD-5.3.3. Customer Responsibilities

Section Effective Date: 08-Dec-2015

To qualify for Managed CPE support by AT&T, Customer is required to:

- Designate a Central Point of Contact (CPOC) for project and lifecycle activities.
- Designate a Site Contact and detailed address information for Site access and Equipment delivery at each Site.
- Designate a Site Contact to perform self-installation of CPE or replace malfunctioning CPE where customer has selected the Customer Self-Installation Option or Lite Managed Router option.
- Order, coordinate provision of and pay all charges for at each Site a dedicated analog line for AT&T's out-of-band management and testing of AT&T VPN Managed CPE. The analog line may not be provisioned using a private branch exchange.

A non-dedicated (borrowed) analog line may be used only where it meets the following requirements:

- It is readily accessible to the CPE,
- It can be connected when needed and/or upon request,
- It remains connected for the duration of the outage, trouble resolution, installation or logical change activity.

Failure to provide a dedicated line may result in delays and limit proactive monitoring. Customer is solely responsible for connecting the borrowed line and calling the trouble in when there is a loss of service. Use of a borrowed line will not negate SLAs, however the clock for purposes of assessing SLAs may not begin until the borrowed line is connected, AT&T has been advised by the Customer that it is available, and AT&T has tested the line and found it to be working.

- If Customer fails to provision an analog line for AT&T out-of-band management and testing, AT&T may charge the MPLS-Missing Out-of-Band Management Charge. The MPLS Missing Out-of-Band Management Charge will be applied on a monthly basis until Customer submits a MACD order indicating the analog line is provisioned and AT&T verifies that it is able to connect to the CPE for out-of-band management and testing. In addition to the monthly charge, AT&T's resulting inability to remotely access the router may require site visits and delay diagnostics, trouble resolution and performance of logical changes, and may adversely impact AT&T's ability to perform certain logical changes, and therefore Service Level Agreements (SLAs) at that site may not apply, as specified in the SLA Exclusions and Limitations section. If the ANIRA failover connection is set up at the time of AT&T VPN Managed Router site installation and it is configured for Out-Of-Band access to the AT&T VPN Managed Router, Customer is not required to order, coordinate, provision and pay charges for an analog line for Out-Of-Band Management as long as the ANIRA failover connection remains in place.

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- Any AT&T VPN Managed Router feature with ANIRA SIW Failover previously installed with a POTS line cannot be converted to ANIRA for out of band usage.
- Provide all inside wire cabling necessary other than short-distance (ten feet or less) inside wire cabling used to interconnect different pieces of AT&T CPE, except where Customer is utilizing the Inside Wire Feature.
- For security purposes, Customer must ensure that there are no active devices connected to the inside wiring of the building between the Access circuit termination point and the AT&T VPN Managed Equipment.
- Pay any fees associated with Customer-registered IP addresses with the appropriate third-party standards body.
- Logical configurations or other management commands employed by AT&T with Managed CPE are the sole and exclusive property of AT&T. Logical configurations and other Managed CPE commands are confidential AT&T Information. Upon termination of Service or disconnection or termination of a Site, Customer shall have no right to use or ownership interest in the logical configurations or other Managed CPE management commands present or loaded on Equipment. Upon termination of Service or disconnection or termination of a Site, Customer shall ensure that Managed CPE is returned or made available to AT&T to allow removal of all AT&T Equipment including any configurations or other management commands or software.

Cross References

[SD-8.4.2. Change Orders For Which Change Charge Applies](#)

SD-5.3.4. Additional Customer Responsibilities for the Customer-Owned/ AT&T Managed Router Option

Section Effective Date: 14-Mar-2013

Customers electing the Customer-Owned/AT&T Managed Router Option are required to:

- Provide a new (previously unused) router and cause it to be delivered to AT&T. Only routers listed on the AT&T supplied Equipment Order List (EOL) are acceptable and supported. Customer is responsible for and shall bear all shipping costs (and bears any risk during shipment) associated with supplying AT&T with a customer-owned router. A refurbished or reused router is not supported for AT&T Managed Router Feature.
- Acceptance of the router delivered by Customer shall be at the sole discretion of AT&T and shall be based on compliance with the EOL requirements that (a) the router hardware/software configuration are consistent with the configuration on the EOL; and (b) the router passes an operational (power-up) test.
- A&T is not responsible for remediation of any issues that result from a noncompliant router. Customer shall be responsible for communicating any requirements to the router manufacture to remediate noncompliant configurations or operational failures.
- Customer is solely responsible and shall bear all costs (including shipping, packaging, etc.) associated with router return or remediation and shall bear all risk of loss during shipment of returned or remediated routers.

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SD-5.3.5. Basic Inside Wire Feature*Section Effective Date: 26-Jun-2014*

Basic Inside Wire (BIWi) is available solely in support of a new installation to connect AT&T Managed CPE to the interface point at which the local access circuit terminates. Availability of BIWi will be determined by AT&T based upon a review of information supplied by customer in the Site survey. BIWi is not available to support a move at an existing site, to implement a demarcation extension or to support wiring for other Features (e.g., ISDN backup, out-of-band management analog lines). BIWi is available only at sites located in the United States (except Alaska, Hawaii and US territories) where the local access demarcation point is located inside the same physical premises as the AT&T Managed CPE.

BIWi provides up to 300 feet of Category 5 (CAT5) cable supporting access speed of Fractional T1, T1 and NXT1, as well as twisted pair cabling for Ethernet extensions, cable, and jacks. BIWi provides termination and labels at both ends of the installed cable at the installed jacks as well as continuity testing. BIWi provides installation of all necessary cable at the Site on a single floor, including as necessary, cable pull:

- (a) through the support structure of a suspended ceiling if that ceiling does not exceed a height of twelve (12) feet;
- (b) through the interior portion of a wall, if no holes are required to be drilled in order to pull through the cables, or
- (c) through empty (or pull string equipped) conduit existing at the Site.

BIWi does not include: core drilling, fire-stopping, installation of surface raceway or conduit, or use of mechanical lifts or scaffolding, cable runs that exceed three hundred (300) feet from the local access demarcation point, removal and/or replacement of interlocking ceiling tiles, or installing or painting of backboards.

There is no charge for this feature. AT&T transfers title to any cable or wire installed (and any associated equipment installed with the cable or wire) to customer upon completion and turnover of the inside wire. Customer is responsible for all maintenance, repair, replacement and moves of all inside wiring after completion of continuity testing by AT&T.

BIWi is not available at sites where customer has selected the Customer Self-Installation option.

SD-5.4. AT&T Business in a Box®*Section Effective Date: 23-Feb-2015*

If Customer separately purchases AT&T IP Flexible Reach, Customers may select AT&T Business in a Box® as a Service Component instead of AT&T VPN Managed Router options. AT&T Business in a Box can be found in the [AT&T Business in a Box Service Guide](#).

SD-6. Optional Features**SD-6.1. Network-based Class of Service***Section Effective Date: 14-Mar-2013*

Customers requiring prioritization of network traffic such as voice, video and data applications can prioritize their traffic by Class of Service (CoS). Customer is responsible for using Class of

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Service in compliance with applicable legal or regulatory restrictions on voice or video applications. The following CoS are available:

- CoS1: Designed for jitter- and latency-sensitive applications like voice and video.
- CoS2V: Designed to carry very high priority business applications or may carry jitter-sensitive applications like video when CoS1 is already in use.
- CoS2: Designed to carry high priority business applications.
- CoS3: Designed to carry medium priority business applications.
- CoS4: Designed to carry low priority business applications and is used as the default setting if no CoS is chosen.
- CoS5: Designed to carry low priority background business applications.

Customers may allocate bandwidth across each Class. If any Class does not use its entire bandwidth allocation, data packets from other classes share the unused bandwidth. Rates applicable for CoS are based upon the Port speed and the CoS Package selected.

SD-6.1.1. CoS Package Table

Section Effective Date: 30-Nov-2009

CoS Package Table	
CoS Package	Classes of Service Supported
Multimedia High	CoS1, CoS2V, CoS2, CoS3, CoS4, CoS5
Multimedia Standard	CoS1, CoS2V, CoS2, CoS3, CoS4, CoS5
Critical Data	CoS2, CoS3, CoS4, CoS5
Business Data	CoS3, CoS4
Standard Data (None specified or Default)	CoS4

SD-6.1.2. CoS by MPLS Port Type

Section Effective Date: 18-Jul-2013

COS is available on the following port types:

- Frame Relay MPLS Ports; except that for Frame Relay MPLS Ports provisioned outside the US, Link Fragmentation and Interleaving (LFI) for Frame Relay MPLS Ports using CoS1 is not available on speeds less than or equal to 768K.
- ATM MPLS Ports.
- Ethernet MPLS Ports with single or multiple VLANs.
- IP MPLS Ports; except that Link Fragmentation and Interleaving (LFI) for IP PPP MPLS Ports using CoS1 is not available on speeds less than or equal to 768K.

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- IP MPLS Ports with Frame Encapsulation format. The CoS options available for IP MPLS Ports in Frame Encapsulation format are:
 - Port Level CoS. The bandwidth allocation for each CoS class is specified at the Port Level. Customer selects a CoS Profile from those available for each CoS Package.
 - CoS1 with Committed Logical Channel Bandwidth. There are two traffic queues available: CoS1 and a Data Class. The bandwidth allocation is specified for each Logical Channel. As of July 12, 2010, new orders will no longer be accepted for CoS1 with Committed Logical Channel Bandwidth.
- MPLS DSL Access Connections. Customer traffic is routed in the AT&T Network consistent with the CoS markings applied by Customer at the CPE router; except, however, Customer traffic may not be routed consistent with CoS traffic prioritization over the MPLS DSL Access Connection between the DSL provider and the MPLS Port. Due to this limitation, there is no charge for the CoS Feature on these MPLS Ports using MPLS DSL Access Connections.
- MPLS DSL Line Shared Connections. Customer traffic is routed in the AT&T Network consistent with the CoS markings applied by Customer at the CPE router; except, however, Customer traffic may not be routed consistent with CoS traffic prioritization over the MPLS DSL Line Shared Connection between the DSL provider and the MPLS Port. Due to this limitation, there is no charge for the CoS Feature on these MPLS Ports using MPLS DSL Line Shared Connections.
- MPLS DSL Ports. Customer traffic is routed in the AT&T Network consistent with the CoS markings applied by Customer at the CPE router; except, however, Customer traffic may not be routed consistent with CoS traffic prioritization over the local access circuit between the DSL provider and the MPLS Port. Due to this limitation, there is no charge for the CoS Feature on these MPLS DSL Ports.

SD-6.2. Dual Stack IPv4/IPv6 Address Feature

Section Effective Date: 01-May-2014

The Dual Stack IPv4/IPv6 Address Feature supports both IP version 4 (“IPv4”) and IP version 6 (“IPv6”) Internet Protocol addressing on selected MPLS Port types (“Dual Stack v4/v6 MPLS Ports”). A Dual Stack v4/v6 MPLS Port allows a Customer Site to use both IPv4 and IPv6 Internet Protocol addresses on the Customer VPN. The Customer premises router must be configured to support both IPv4 and IPv6.

The Dual Stack IPv4/IPv6 Address Feature is available for the following MPLS Port types:

- IP MPLS Ports
- Ethernet MPLS Ports

SD-6.3. Unilink

Section Effective Date: 26-Jun-2014

Unilink allows Customer to order up to twelve (12) Logical Channels/VLANs on a single MPLS Port. These multiple Logical Channels can be used for:

- one or more VPNs, and/or

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- one or more MPLS PVCs, and
- one or more VPNs and one Virtual Network Internet Connection per port

The total bandwidth of all Logical Channels on one MPLS Port may not exceed the maximum total Logical Channel bandwidth available for that MPLS Port type and speed. Unilink is not available on MPLS DSL Connections, MPLS ADSL Line Shared Connections, and IP MPLS ports using PPP or MLPPP protocol.

Cross References

[SD-3.4.1. Multiple Logical Channels/Virtual Local Area Networks](#)

SD-6.4. Diversity and Resiliency Options

Section Effective Date: 14-Mar-2013

Diversity and Resiliency Options allow Customer to create highly available VPNs. Diversity and Resiliency Options are intended to eliminate single points of failure in Customer's VPN.

SD-6.4.1. Diversity Options

Section Effective Date: 03-Apr-2015

Diversity Options provide protection options in the event of a failure of an AT&T switch or router at an AT&T POP. Customer may designate one or more Diversity Options. Diversity Options are available on all Ports, except MPLS DSL Access Connections.

For Frame Relay MPLS Ports and ATM MPLS Ports, each Diversity Option includes up to three mutually exclusive groups of MPLS Ports. The total number of MPLS Ports in each Diversity Option may not exceed 1,000.

For IP MPLS Ports, each Diversity Option may include up to six mutually exclusive groups of MPLS Ports. The total number of MPLS Ports in each Diversity Option may not exceed one.

For Ethernet MPLS Ports limited up to 1G, only the POP Diversity Option is available. Each POP Diversity Arrangement may include up to two mutually exclusive groups of MPLS Ports for Switched Ethernet Access. Additional groups may be supported if Dedicated Ethernet Access circuits are used. The total number of MPLS Ports in each group may not exceed one. An AVPN Customer may also order Ethernet Enabled POP Diversity Option which allows them to terminate access circuits in different access POPs where available. Ethernet Enabled POP Diversity Option may be ordered in conjunction with Ethernet MPLS Ports POP Diversity Option.

Changing the assignment of an MPLS Port from one Diversity Option to another is considered a disconnection of the existing Diversity Option MPLS Port assignment and a new assignment of the MPLS Port to the new Diversity Option arrangement.

Diversity Options are available on Ports with UBB. The rate for Diversity Options for a Port with UBB shall be based on the port speed ordered and is not based on the Minimum Bandwidth Commitment or actual usage level. For example, the rate for the Switch Diversity Option for a MPLS Hi-Cap Flex T3/E3-5M Port is based on the Switch Diversity Option for a 45 Mbps Port, which is associated with a T3 MPLS Port.

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SD-6.4.1.1. Switch Diversity Option*Section Effective Date: 01-Mar-2015*

In the Switch Diversity Option, AT&T will provision each group of MPLS Ports to a different group of AT&T switches or routers at the same AT&T POP. An MPLS Port may not be included in more than one Switch Diversity Option.

For MPLS Ports located outside the US, Switch Diversity Options are available on an ICB basis.

SD-6.4.1.2. POP Diversity Option*Section Effective Date: 14-Mar-2013*

In the POP Diversity Option, AT&T will provision each group of MPLS Ports to a different AT&T POP or group of AT&T POPs. An MPLS Port may not be included in more than one POP Diversity Option.

SD-6.4.1.3. Access Diversity Option*Section Effective Date: 18-Jan-2014***Specific Provider**

Outside the US, Customer may request a specific access service provider be used by AT&T to provision and maintain specific access service components. If AT&T supplies an access service component using a supplier specified by Customer, availability of the supplier is not guaranteed by AT&T for the term of the agreement.

Exclude Provider

Customer may request that a specific access service provider not be used to provision and maintain specific access service components. If AT&T supplies the access service component using a supplier not excluded by Customer, the availability of the access service component from a non-excluded supplier is not guaranteed by AT&T for the term of the agreement.

Dual Providers

For solutions with two access circuits between customer location and AGN network, the customer may request different providers for the access circuits' components. If AT&T supplies the access service components using different suppliers, the availability of the access service component from different suppliers is not guaranteed by AT&T for the term of the agreement.

Path Diversity

Customer may request path diversity on an access circuit on an ICB basis; however, continuity of the path diversity is not guaranteed by AT&T.

SD-6.4.1.4. Managed Router Feature Resiliency Options*Section Effective Date: 16-Nov-2015*

AT&T provides the following resiliency options for the Managed Router feature:

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- Single Managed Router connected to a single MPLS Port and to an ISDN Backup connection. Network traffic is automatically re-routed to the ISDN backup connection if there is a network failure related to the MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Primary/Backup arrangement. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Primary/Backup arrangement, with an additional ISDN backup connection. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port. Network traffic is automatically re-routed from the Backup MPLS Port to the ISDN backup connection if there is a network failure related to the Backup MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Load Sharing arrangement. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Load Sharing arrangement, with an ISDN connection available for backup. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the ISDN Backup connection.
- Dual Managed Routers, with one Managed Router connected to an MPLS Port and the other Managed Router connected using ISDN for backup. If there is a network failure related to the Managed Router connected to the MPLS Port, the network traffic is automatically re-routed to the ISDN Backup connection.
- Dual Managed Routers connected to dual MPLS Ports configured in a Primary/Backup arrangement. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port.
- Dual Managed Routers connected to dual MPLS Ports configured in a Primary/Backup arrangement, with an ISDN connection available for backup. Network traffic is automatically re-routed from the Primary MPLS Port to the Backup MPLS Port if there is a network failure related to the Primary MPLS Port. Network traffic is automatically re-routed from the Backup MPLS Port to the ISDN backup connection if there is a network failure related to the Backup MPLS Port.
- Dual Managed Routers connected to dual MPLS Ports configured in a Load Sharing arrangement. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port.
- Dual Managed Routers connected to dual MPLS Ports configured in a Load Sharing arrangement, with an ISDN connection available for backup. Network traffic is distributed between the MPLS Ports based on Customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed

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over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the ISDN Backup connection.

- Dual Managed Routers connected to a single MPLS Port (aka, Warm Standby option). In this resiliency arrangement, the standby/backup Managed Router is connected to the primary Managed Router at a site via a dedicated cross-over Ethernet cable. If the primary AVPN Managed Router fails, the customer is responsible for physically moving the wide area networking (WAN) connection and the local area networking (LAN) connection from the primary Managed Router to the standby Managed router. AT&T will dispatch a technician to repair the primary Managed Router, and once repaired, will return the primary Managed Router to service and disable the standby Managed Router.
- Single Managed Router connected to a single MPLS Port and to a Mobility Failover connection. Network traffic is automatically re-routed to the ISDN backup connection if there is a network failure related to the MPLS Port.
- Single Managed Router connected to dual MPLS Ports configured in a Load Sharing arrangement, with a Mobility Failover connection available for backup. Network traffic is distributed between the MPLS Ports based on customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the Mobility Failover connection.
- Dual Managed Routers, with one Managed Router connected to an MPLS Port and the other Managed Router connected using Mobility Failover option for backup. If there is a network failure related to the Managed Router connected to the MPLS Port, the network traffic is automatically re-routed to the Mobility Failover connection.
- Dual Managed Routers connected to dual MPLS Ports configured in a Load Sharing arrangement, with a Mobility Failover connection available for backup. Network traffic is distributed between the MPLS Ports based on Customer-defined traffic distribution criteria. If there is a network failure related to one of the MPLS Ports, all network traffic is automatically re-routed over the active MPLS Port. If there is a network failure related to both MPLS Ports, the network traffic is automatically re-routed to the Mobility Failover connection.

Where ISDN back up is required, Customer must order the ISDN service directly from an ISDN service provider. Customer is responsible for the ISDN charges, including connection and usage charges. AT&T will separately provide and will charge Customer for the management of the ISDN connection and additional charges apply for the equipment associated with the ISDN connection.

In resiliency configurations all routers at a site must be under the same CPE hardware management option – for example, all routers at a site must be under Lite Managed Router option, or Managed Router option in order to qualify for the resiliency options. It is not permitted to have mixed CPE hardware management at an AT&T managed site.

SD-6.5. Multicast

Section Effective Date: 09-Sep-2014

The Multicast Feature allows the sending of data from a MPLS Port to multiple MPLS Ports within a Multicast enabled VPN (“Multicast Data”). The network replicates Multicast Data

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received by a Multicast-enabled MPLS Port or logical channel and then delivers the Multicast Data to the appropriate groups of Multicast-enabled MPLS Ports or logical channels on the VPN. Multicast-enabled MPLS Ports can send and receive Multicast and unicast data including sending and/or receiving data to and/or from multiple Multicast and unicast MPLS Ports simultaneously. The Multicast Feature can be selected by Customer for a specific VPN(s) and then enabled only for designated logical channels on designated MPLS Ports in the VPN selected. The Multicast Feature is subject to defined maximum Multicast route limitations.

The Multicast Feature is supported on the following MPLS Ports when using IPv4 addressing: Frame Relay MPLS Ports, ATM MPLS Ports, IP MPLS Ports, Ethernet MPLS Ports, MPLS ADSL Line Shared Connections, and MPLS DSL Ports (using the DSL DSU CPE option). The Multicast Feature is supported on the following MPLS Ports when using IPv6 addressing when provisioned on Provider Edge Routers supporting the feature: IP MPLS Ports and Ethernet MPLS Ports.

The Multicast Feature may not be ordered for Frame Relay MPLS Ports with Multilink Point-to-Point Protocol with Link Fragmentation and Interleaving (MLPPP/LFI); except that a Customer who ordered the Multicast Feature for Frame Relay MPLS Ports with MLPPP/LFI prior to April 1, 2008, may continue to order the Multicast Feature for Frame Relay MPLS Ports with MLPPP/LFI until the expiration or termination of the Customer's agreement or Pricing Schedule Term for Frame Relay MPLS Ports in effect as of April 1, 2008.

The Multicast Feature supports the following Multicast protocols:

- Protocol Independent Multicast Source Specific Mode (PIM-SSM)
- Protocol Independent Multicast Sparse Mode (PIM-SM) using
 - Auto Rendezvous Point (Auto-RP) (IPv4 addressing only)
 - Static Rendezvous Point (Static-RP)
 - Boot Strap Routing (BSR) (not supported for AT&T Managed Router Sites)
 - Embedded Rendezvous Point (IPv6 addressing only)

If Customer adds the AT&T Managed Router Feature to Sites on a VPN, Multicast is supported only when all Sites on the VPN use the AT&T VPN Managed Router Feature. Multicast is not supported when a Customer VPN mixes AT&T Managed Router Sites and non-AT&T managed router Sites. Multicast is supported only across AT&T VPN Transport sites or only across AT&T VPN Managed sites, in AT&T VPN Hybrid environments.

SD-6.6. MLPPP/LFI

Section Effective Date: 14-Mar-2013

The Service supports Multilink Point-to-Point Protocol (MLPPP) with Link Fragmentation and Interleaving (LFI). This feature is designed to improve VoIP performance at Customer Sites with low speed Frame Relay MPLS Ports.

The MLPPP/LFI is only available for CoS 1 on Frame Relay MPLS Ports and only at port speeds at or below 768k in the US.

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SD-6.7. Route Group Feature*Section Effective Date: 14-Mar-2013*

The AT&T VPN Route Group Feature provides the capability to designate different routing policies for a subset of Customer Sites within a VPN (a “Route Group”). An AT&T VPN MPLS Port or Logical Channel can only belong to a single Route Group. The Route Group Feature may not interoperate with other AT&T VPN features or capabilities, or with other AT&T Services.

SD-6.8. Hub and Spoke Feature*Section Effective Date: 14-Mar-2013*

The Hub and Spoke Feature provides the capability to prevent direct communication between Customer specified sites within a VPN (such sites are designated as “Spokes”). Customer designated Spoke Sites are capable of communicating only with Customer designated Hub Sites. Hub Sites may communicate directly with any site within the VPN. The Hub & Spoke Feature may not interoperate with other Service features or capabilities, or with other AT&T services.

SD-6.9. Communities of Interest Networks*Section Effective Date: 10-Dec-2015*

Customer(s) may create Communities of Interest Networks (“COINs”) that allow interconnection of multiple AT&T VPN Customer Sites or VPNs. An AT&T VPN User or Customer Site associated with a VPN that is part of an AT&T VPN (and data transmitted by or to the User or Customer Site, including IP addresses or other Site identifying information) COIN may be visible to other AT&T VPN Users or Customer Sites that are interconnected to the COIN. Customers have sole responsibility for implementing suitable measures (e.g.; firewalls, network address translation, encryption, ACLs) to avoid advertising Customer Site IP addresses or data to other sites or VPNs in a COIN and to protect against security risks to the COIN. AT&T VPN Customers interconnecting Sites or VPNs in an AT&T VPN COIN are required to execute a separate agreement authorizing AT&T to perform the interconnection.

SD-6.10. AT&T VPN-AT&T Packet Services Interoperability*Section Effective Date: 25-Sep-2010*

The AT&T VPN-AT&T Packet Services Interoperability Feature allows Customer sites using AT&T VPN MPLS Ports and AT&T Packet Service (“APS”) Frame Relay Service (“FRS”) Ports or AT&T Asynchronous Transport Mode (“ATM”) Ports connected to Enterprise PVCs (together “IPeFR/ATM Ports”) to be interconnected, to permit them to interoperate and allow communication between Customer Sites on an any-to-any basis.

The AT&T VPN-AT&T Packet Services Interoperability Feature also allows a Customer to connect AT&T VPN MPLS Ports on a Customer VPN in one region to IPeFR/ATM Ports on a Customer’s VPN in a different region.

The AT&T VPN-AT&T Packet Services Interoperability Feature may not be compatible with all AT&T VPN features or capabilities or with all APS features or capabilities.

For testing and measurement of the AT&T VPN MPLS Port-to-MPLS Port Latency SLA and MPLS Port-to-MPLS Port Data Delivery SLA, AT&T VPN MPLS Ports and IPeFR/ATM Ports that are connected using the AT&T VPN-AT&T Packet Services Interoperability Feature shall be

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considered AT&T VPN Ports. For testing and measurement of the APS Packet Latency (Roundtrip Transit Delay) SLA and Packet Data Delivery SLA, AT&T VPN MPLS Ports and IPeFR/ATM Ports that are connected using the Interoperability Feature shall be considered IPeFR/ATM Ports. Notwithstanding a Port's designation for testing and measurement, a Port shall only qualify for an SLA available for specific Service type of the Port. When making a claim for a service credit, Customer must follow the SLA credit request process applicable to the respective Service for which the credit is claimed.

SD-6.11. AT&T VPN Managed Router/Enhanced VPN Services Interoperability

Section Effective Date: 25-Sep-2010

AT&T VPN Managed Router/Enhanced VPN Services Interoperability allows Customer Sites using AT&T VPN Service with AT&T VPN Managed Router to be interconnected with Sites using AT&T Enhanced VPN Service ("AT&T VPN Managed Router/Enhanced VPN Interoperable Sites") and permits AT&T VPN Managed Router/Enhanced VPN Interoperable Sites to communicate on an any-to-any basis.

AT&T VPN Managed Router/Enhanced VPN Services Interoperability may not be compatible with all the AT&T VPN features or capabilities or with all Enhanced VPN features or capabilities.

AT&T VPN Managed Router/Enhanced VPN Services Interoperability Sites qualify only for the SLAs that are expressly applicable to the respective Service; except, however, AT&T VPN Managed Router/Enhanced VPN Services Interoperability Sites qualify for AT&T VPN Managed Router/Enhanced VPN Interoperable MPLS Site-to-MPLS Site SLAs, as defined in each Service's respective Service Guide.

Site-to-Site performance reports are not available for AT&T VPN Managed Router/Enhanced VPN Services Interoperable Sites.

Cross References

[SLA-7. AT&T VPN Managed Router/Enhanced VPN Services Interoperability SLAs](#)

SD-6.12. AT&T VPN-AT&T Private Network Transport Interoperability Feature

Section Effective Date: 25-Sep-2010

The AT&T VPN-AT&T Private Network Transport (PNT) Interoperability Feature ("PNT Interoperability Feature") allows Customer Sites using AT&T VPN MPLS VPN and AT&T Private Network Transport VPN to be interconnected, and permits communication on an any-to-any basis.

The PNT Interoperability Feature may not be compatible with all AT&T VPN features or capabilities or with all MPLS PNT features or capabilities.

Service Components interconnected using the PNT Interoperability Feature only qualify for SLAs that are expressly applicable to the respective Service. Implementation of the PNT Interoperability Feature does not change the testing or measurement of performance obligations applicable to or reporting available for a Service Component. For example, and without limiting the forgoing, when Customer's AT&T VPN and MPLS PNT VPN are interconnected by the PNT Interoperability Feature, the MPLS PNT Port will not be included in the measurement of the AT&T VPN MPLS Port-to-MPLS Port Latency and AT&T VPN MPLS Port Data Delivery SLAs, and a failure by AT&T to meet the performance objective for these SLAs shall not make

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Customer's MPLS PNT Ports eligible for service credits under the AT&T VPN SLAs. When making a claim for a service credit, Customer must follow the SLA credit request process applicable to the respective Service for which the credit is claimed.

SD-6.13. Message-Digest Algorithm 5 Feature

Section Effective Date: 21-Oct-2010

Message-Digest Algorithm 5 (MD5) applies a standards-based (RFC1321) 128-bit cryptographic algorithm to routing protocol messages (BGP) exchanged between the Customer Edge and Provider Edge Routers. MD5 is applied, upon Customer request, on an individual Site basis.

SD-6.14. AT&T VPN Managed Router/AT&T Managed Router Service Interoperability Feature

Section Effective Date: 15-Feb-2013

The AT&T VPN Managed Router/Managed Router Service Interoperability Feature (MRS Interoperability Feature) provides limited interoperability between a Site supported by an AT&T VPN Managed Router and Sites using AT&T Managed Router Service (MRS Sites) where the MRS Sites are already connected to an AT&T VPN MPLS Port. The MRS Interoperability Feature is available only during customer migrations scheduled by AT&T to replace MRS Sites with the AT&T VPN Managed Router Feature at the same Sites. During the migration period, both MRS Sites and AT&T VPN Managed Router Sites will be able to communicate on any-to-any basis.

MRS Interoperability Feature is limited to a migration period only and will not be supported indefinitely by AT&T. Not all AT&T VPN features, functions or capabilities are compatible with the features, functions or capabilities available at MRS Sites.

AT&T VPN Managed Router Sites and MRS Sites qualify only for SLAs expressly applicable to the Service supporting the Site and no Site-to-Site SLAs are supported. Site-to-Site performance reports are not available for AT&T VPN Managed Router Sites and MRS Sites.

SD-6.15. Maximum Transmission Unit (MTU)

Section Effective Date: 31-Oct-2013

MTU is available as an orderable feature on MPLS Ethernet and MPLS IP Ports. MTU is the largest physical packet size that can be transmitted over a network without being fragmented. Customers are able to choose MTU values from a list of supported values per port/interface type which varies by IP port speed or based on Ethernet Service Provider* (*Ethernet only). Only MTU values equal to or below the maximum supported MTU size for IP ports or the Provider MTU (PMTU) value for Ethernet ports are orderable. One MTU value is provided at the VLAN level for Ethernet or at the port level for IP access types.

SD-6.16. Virtual Network Internet Connection

Section Effective Date: 13-Jul-2015

Virtual Network Internet Connection is a feature available with US MPLS Ethernet Dual Stack IPv4/IPv6 Ports (1G/below port speeds) only. Virtual Network Internet Connection provides a separate VLAN used for Internet data traffic only, and may not be used for access to customer's

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VPN or any other network(s). Not all AT&T VPN features are available in combination with Virtual Network Internet Connection.

SD-6.16.1. Domain Name System (DNS) Administration

Section Effective Date: 28-Apr-2014

Customer must provide a valid Domain Name to AT&T for use with the Virtual Network Internet Connection. Customer may use an existing Domain Name already registered with another ISP or, if AT&T is to provide DNS Administration, a Domain Name that Customer plans to register with the ICANN Accredited Registrar database in its company name and identifying AT&T DNS servers for purposes of DNS resolution.

If Customer has its own domain, Customer's domain has been registered by Customer with ICANN Accredited Registrar and any AT&T-supplied DNS administration and additional DNS servers are operational for Customer's domain.

AT&T may host Customer's IP addresses or domain names for up to 15 primary and/or secondary (the same domain counts as both primary and secondary) DNS zones (15 domain names per circuit or per each NxT1 circuit bundle). If Customer establishes its own primary DNS, AT&T will host secondary DNS only. Customer must pay to the registrar all domain registration fees related to registration and use of domain names. AT&T will not host domains that are not owned by Customer.

Once Customer's DNS is established, Customer must self-administer its DNS for all existing zones using AT&T's web-based DNS Provisioning Tool, which permits Customer to view, add, delete or update its DNS records and add new domains. (Customer may not use the DNS Provisioning Tool to obtain IP block assignments.)

For a separate charge, AT&T may provide additional DNS Administration in blocks of up to 15 additional primary or secondary DNS zones.

SD-6.16.2. Additional DNS

Section Effective Date: 28-Apr-2014

Provides Customers with administration of up to 15 additional DNS zones. Customers may select primary DNS or secondary DNS. An additional monthly charge applies. Multiple orders of Additional DNS, for the corresponding monthly charge, are available.

SD-6.16.3. AT&T DNS Resolution Servers

Section Effective Date: 28-Apr-2014

AT&T operates "resolving" or "caching" DNS servers that Customer may use for domain name look-ups by Customer's in-house systems (PCs, mail servers, etc.) connected to the Service. This domain name look-up service is only available if AT&T is providing primary DNS or primary and secondary DNS to Customer and if Customer does not have its own DNS server(s), and it may not be used by Customer's spam detection software for querying spam block lists.

Customers may not make more than 500 DNS queries per second.

AT&T provides only DNS Administration, including domain name look-ups, directly to Customer and not to downstream providers (including Internet Service Providers, Internet Access

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Providers, Application Service Providers and resellers) or to any third parties given access to Service by Customer.

Customers running their own DNS Servers or relying on third parties to host their forward domain names must use their or the third party's DNS Servers for this purpose, and those Servers may not be configured to forward DNS queries to AT&T DNS Servers.

Customers running their own DNS Servers or relying on third Parties to run DNS Servers must ensure that the servers are configured to only answer queries from local, known and/or trusted sources ("Permitted Sources"). If AT&T determines that a Customer is operating what is commonly known as an Open DNS Resolver or open DNS Proxy which is one that answers queries from sources other than Permitted Sources, AT&T reserves the right to block at any time the affected traffic without any notice to the Customer. Customer will be required to reconfigure the DNS Servers to only answer queries from Permitted Sources.

SD-7. Reports

Section Effective Date: 01-May-2010

The following reports are available on BusinessDirect.

SD-7.1. Service Reports

Section Effective Date: 01-Feb-2009

The following Service-related reports are available as part of the Service:

SD-7.1.1. MPLS Port Reports

Section Effective Date: 01-May-2014

The following reports are available for each MPLS Port:

- MPLS Port Logical Channel List
- MPLS Port Logical Channel Performance
- CoS Traffic
- CoS drops
- Usage Based Billing, when ordered

SD-7.1.2. Managed Router Feature Reports

Section Effective Date: 16-Dec-2013

The following reports are available when Customers order the Managed Router Feature at a Site:

- Site Availability
- Site-to-Site Performance by CoS for Latency, Data Delivery and Jitter (not available where one or more of the sites has a Lite Managed Router)
- Class of Service (CoS) for each subscribed CoS, showing traffic throughput, burst, drops, and volumes entering the MPLS backbone

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- Router Statistics
- Local Area Network (LAN) Utilization
- Access Link Utilization
- Exception Reports showing average measurements compared with preset thresholds
- 30/60/90 Day Trending/Forecasting

SD-7.2. Managed CSU-Probe with Enhanced Reports Feature

Section Effective Date: 26-Sep-2014

The Enhanced Reports Feature is a separately ordered feature that provides enhanced levels of reporting at Sites supported by the Managed CSU-Probe Feature. The Enhanced Reports Feature includes the following reports:

- Real-Time Reports at 10-second granularity
- Applications Layer Reports
 - Application Flows – Individual application performance across the network
 - Application Summary – Performance of applications across the enterprise
 - Class Of service – Performance of the network in each class, including latency, data delivery. Jitter is displayed for COS 1 only.
 - Back-in-Time: Visibility – historic performance data
- Troubleshooting Capabilities

SD-7.2.1. Managed CSU-Probe Enhanced Reports – Resiliency Configurations

Section Effective Date: 26-Feb-2014

If a Site is configured with primary and backup resiliency configuration or a load-sharing configuration, a Managed CSU-Probe may be installed on each circuit to support Managed CSU-Probe Enhanced Reports at the Site. Customers may also choose to add a Managed CSU-Probe only on the primary circuit. Each Managed CSU-Probe will be represented as a separate Site and circuit in the enhanced reports. There will be separate charges for each Managed CSU-Probe and associated Enhanced Reports. The Managed CSU-Probe Feature is not supported on ISDN back-up circuits.

SD-7.3. Network Performance Reports

Section Effective Date: 14-Mar-2013

Network Performance Reports (also known as Customer Network Management Service (CNMS) Reports) are available as an optional, separately-priced feature. Network Performance Reports are available only for MPLS Frame Relay Ports (on a weekly or monthly basis) and MPLS ATM Ports (on a weekly basis) located in the US. Network Performance Reports include detail for any permanent virtual circuit configured over the MPLS Port.

The following Network Performance Reports are available:

- Summary Reports

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- Exception Reports
- Profile Reports
- Distribution Reports

SD-7.4. Global Performance Reports

Section Effective Date: 14-Mar-2013

Global Performance Reports (GPRs) provide performance data for the AT&T Global IP Network. There is no separate charge for GPRs. Customers may access these reports via AT&T BusinessDirect. GPRs include:

- Real-time network performance reports
- VPN Network Average Reports (which are the basis for the Service Network SLAs)
- Provider Edge Reports – these reports include latency, data delivery and jitter information between two VPN Provide Edge routers both intra regionally and inter regionally. Provider Edge Report data is available in 15 minute, daily or monthly reports.

SD-8. Ordering

SD-8.1. Orders

Section Effective Date: 18-Jul-2013

Service Orders (including for local access outside the United States) are placed using standard ordering processes that may include written order forms and electronic methods. Orders for local access channels may be placed by execution of a Pricing Schedule or Pricing Addendum, or may be placed using a written order form or price quotation setting forth the rate (undiscounted) applicable to the local access channel supplied.

SD-8.2. Due Date of an Order

Section Effective Date: 11-Jul-2015

AT&T will establish a Due Date after receipt of a service order.

The Due Date or Service Activation Date is the mutually agreed upon date that a new, moved or changed service component will be made available to customer.

The Service Activation Date is the date AT&T deems the Service is ready for use by Customer at a Site. For service with AT&T VPN Managed CPE features, Service Activation Date will not occur until the AT&T CPE has been pinged, Customer end-to-end connections have been verified, AT&T has begun management surveillance and AT&T gives notice that the Service is ready to be used at the Site allowing Customer to commence LAN migration if applicable.

Cross References

[SLA-2. On-Time Provisioning SLA](#)

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SD-8.2.1. Customer Delay of a Due Date

Section Effective Date: 24-May-2012

Customer is required to be ready (including having all necessary site preparation work completed) as necessary to allow AT&T to install or complete a service order by the Due Date of the service order. If AT&T is unable to install or otherwise complete a service order on the Due Date due to a delay caused by Customer (including the Customer or Customer Site not being ready), AT&T may begin billing for the Service Component subject to the delay, unless the customer cancels the service order and pays the applicable cancellation charge.

Cross References

[P-1. Pricing](#)

SD-8.2.2. Customer Request to Extend Due Date

Section Effective Date: 24-May-2012

Prior to the Due Date for a service order established by AT&T, Customer may request extension of the Due Date to a date no more than fifteen (15) days from the Due Date established by AT&T. A due date change charge applies if a Customer request to extend the Due Date is made within three days prior to the Due Date established by AT&T. Customer is required to be ready (including having all necessary site preparation work completed) as necessary to allow AT&T to install or complete the service order by the extended Due Date. If AT&T is unable to install or otherwise complete the service order by the extended Due Date due to a delay caused by Customer (including the Customer or Customer Site not being ready), AT&T may begin billing for the Service Components subject to the delay, unless the customer cancels the service and pays the applicable cancellation charges.

Cross References

[Pricing](#)

SD-8.2.3. AT&T Delay of a Due Date

Section Effective Date: 14-Mar-2013

If AT&T delays provisioning of a service order past the Due Date of an order, Customer is eligible for the On-Time Provisioning SLA.

Cross References

[SLA-2. On-Time Provisioning SLA](#)

SD-8.2.4. Expedite of a Due Date

Section Effective Date: 01-May-2011

Requests by Customer to advance the Due Date of a service order are subject to acceptance or approval by AT&T. An expedite charge may apply.

Cross References

[P-1. Pricing](#)

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SD-8.3. Cancellation of an Order*Section Effective Date: 14-May-2013*

Customer may cancel a service order for AT&T VPN Service and any orders for Bandwidth Service associated with the AT&T VPN Service order prior to the Due Date. A service order is considered to have been canceled when AT&T receives written notice from Customer of cancellation. A cancellation notice cannot be retroactive.

SD-8.3.1. Charges for Cancellation of an Order by Customer*Section Effective Date: 08-Feb-2014*

A cancellation charge applies to each service order cancelled by Customer. Additionally, Customer agrees to pay all charges incurred by AT&T and from third party access suppliers arising from Customer cancellation of an AT&T VPN Service order associated with an order for Bandwidth Service, or alternately, AT&T will charge a fee not to exceed 12 months recurring charge and one-time charges from third party access suppliers. Where possible, the cancellation charges will be billed locally where the charges were accrued, but AT&T reserves the right to invoice for any cancellation charges to any customer entity covered by the existing Master Agreement.

SD-8.3.2. Cancellation of Installation Service Order by AT&T*Section Effective Date: 08-Feb-2014*

If Customer's actions or omissions prevent AT&T from completing installation at a Site, AT&T may cancel an order for installation of Service at the Site and charge the cancellation charges identified. Cancellation charge shall include all charges incurred by AT&T and from third party access suppliers arising from Customer cancellation of an AT&T Service order associated with an order for Bandwidth Service, or alternately, AT&T will charge a fee not to exceed 12 months recurring charge and one-time charges from third party access suppliers. Where possible, the cancellation charges will be billed locally where the charges were accrued, but AT&T reserves the right to invoice for any cancellation charges to any customer entity covered by the existing Master Agreement.

SD-8.4. Change Orders**SD-8.4.1. Change Orders For Which Full Activation Charges Apply***Section Effective Date: 03-Oct-2014*

An activation charge applies to each order to activate:

- New Ports
- Non-US Access
- Features
 - Diversity Options
 - Unilink
 - CoS Package
- New MPLS PVCs (US Only)

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- New Managed CPE (Managed Router or Managed CSU-Probe)

SD-8.4.2. Change Orders For Which Change Charge Applies

Section Effective Date: 03-Oct-2014

A charge applies to each of the following change orders:

- Downgrade Port Speed (All port types)
- Change Access/Port Protocol (US Only)
 - Frame/ATM to PPP or IP enabled Frame Encapsulation
 - PPP to IP enabled Frame Encapsulation and vice versa
- Change Diversity
 - Delete Switch or POP Diversity on an existing port
 - Change the Switch Diversity configuration
- Change Features
 - Add or Delete Unilink on a port
 - Change or deactivate a CoS Package
 - Add a new Route Group site
- Change Managed CPE (Managed Router or Managed CSU-Probe)
 - Add cards or features to Managed router
 - Change Managed Router (Hardware, IOS)
 - Move Managed CPE (no change in access demarcation)
 - Change Customer Self-Installation of Managed Router to AT&T Installation Option through additional site visit (US only)
 - Repeat Site Visit (necessitated or requested by the Customer)
- Perform Out of hours work - Additional charges may apply for work performed outside of normal business hours.
- Complete General Physical Changes - Any change type not listed above that requires a technician to be dispatched to a Customer Site to make changes to the Router or other hardware.

Cross References

[P-1. Pricing](#)

SD-8.4.3. Activation & Change Charges for Usage Based Billing

Section Effective Date: 10-Jan-2008

The MPLS Port Activation Charge and/or MPLS Port Change Charge do not apply when Customer changes an MPLS Port from Flat Rate Billing to UBB unless the change requires a

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change to the speed of a MPLS Port; except that the MPLS Port Change Charge does not apply to MPLS port speed upgrades.

The MPLS Port Activation Charge and/or MPLS Port Change Charge do not apply when Customer changes a UBB commitment level unless the change requires a change to the speed of a MPLS Port; except that the MPLS Port Change Charge does not apply to MPLS port speed upgrades.

SD-8.4.4. Moves, Adds, Changes and Deletes for Usage Based Billing

Section Effective Date: 14-Mar-2013

Except as limited, an MPLS Port installed with Flat Rate Billing may be changed to UBB or an MPLS Port installed with UBB may be changed to Flat Rate Billing. An MPLS port installed with UBB that is changed to Flat Rate Billing may not be changed back to UBB unless Customer issues an order first disconnecting the Port and Access (and applicable charges will apply).

The following UBB change order types are available on a limited, ICB basis. These order types may be subject to volume limitations or delay on a case-by-case basis:

The Minimum Bandwidth Commitment level on the Hi Cap Flex billing option may only be changed once during a month. An order to change the Minimum Bandwidth Commitment level must be submitted prior to the 15th day of the month.

SD-8.5. Disconnect Orders

Section Effective Date: 01-May-2014

To disconnect a Service Component, Customer must submit a disconnect order in writing using AT&T's online form or AT&T's designated alternative procedures. Recurring charges continue to apply for a period of 30 days from the date AT&T receives a disconnect order or until the disconnect date specified in the disconnect order, whichever is later. Customer may delay or cancel a disconnect order in writing using AT&T's online form or AT&T's designated alternative procedures. Acceptance of the delay or cancellation is on a case by case basis. Where a delay is accepted recurring charges will continue to apply for a period of 30 days from the date AT&T receives the revised order or the new disconnect date specified in the disconnect order, whichever is later.

SD-8.6. Ordering Local Access Using Email Service Request

SD-8.6.1. Format of Email Service Request

Section Effective Date: 12-Mar-2015

An Email Service Request Form is an option in lieu of signing an additional pricing addendum. Customer orders for non-US Local Access, Ethernet Access, and/or non-US DSL Access (Local Access Service Components) may be submitted via email only in accordance with this section. Customer email orders shall be in substantially the same format and include the terms shown in the Customer Email Service Request form provided to Customer by AT&T. Customer-designed order forms will not be accepted. All Customer orders are subject to review and approval by AT&T. In certain countries, Customer or Customer's local legal entity may be required to execute a separate service agreement with a local service provider or the local AT&T legal entity prior to acceptance of order by AT&T.

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SD-8.6.2. Email Service Request – Rate Applicable*Section Effective Date: 01-Mar-2011*

The rates applicable for Local Access Service Components ordered using a Customer Email Service Request shall be those set forth in the valid AT&T quotation transmitted to Customer by AT&T for the specific Local Access Service Components ordered (the Quote). A Quote is valid only for the particular Local Access Service Components at the particular locations that it references and does not apply to future orders for moves, adds, and changes. The Quote shall be valid only until the date stated or otherwise withdrawn by AT&T. The Customer Email Service Request shall reference the access circuit or quote identification from the applicable Quote (Quote ID).

SD-8.6.3. Email Service Request – Authorized Email Addresses*Section Effective Date: 01-Mar-2011*

Customer and AT&T shall define the email addresses authorized for submission of Customer Email Request as required in the initial Email Request form supplied to Customer by AT&T (Authorized Email Addresses). All subsequent Customer Email Service Requests shall only be transmitted to the Authorized Email Addresses. AT&T shall not respond to Customer Email Requests not transmitted from an Authorized Email Address.

SD-8.6.4. Email Service Request – Acknowledgement by AT&T*Section Effective Date: 01-Mar-2011*

If a Customer Email Service Request has not been acknowledged by AT&T by email to the Customer Authorized Email Address within five (5) business days of the submission of the Customer Email Service Request, the Customer Email Service Request shall be considered rejected by AT&T.

Service Level Agreements**SLA-1. General SLA Terms***Section Effective Date: 14-Mar-2013*

AT&T has established performance objectives for the Service. While AT&T does not guarantee performance objectives, AT&T will provide credits to an eligible Customer when a performance objective is not met. If a SLA states that a Customer is eligible for a SLA credit, this means that the Customer is eligible subject to the terms, definitions and any exclusions or limitations stated herein.

SLA-1.1. Definitions*Section Effective Date: 13-Jul-2015*

Covered Service Monthly Charges means:

- the monthly charges for an affected MPLS Port at the Customer Site,
- the monthly charges for MPLS DSL Access Connections and MPLS DSL Ports (where expressly made applicable in an AT&T VPN SLA description) at an affected Customer Site, and

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- the monthly charges for Optional Features associated with the MPLS Port at an impacted Customer Site, including charges for affected features such as Class of Service, Managed Router, or Managed CSU-Probe.

“Regions” for purposes of the SLAs means the countries listed in the SLA Regions and Country Table.

“Groups” for purposes of the SLAs means the countries listed in the Group and Country Table.

“Qualifying Pair” means two Sites selected by the Customer and accepted by AT&T for the purpose of measuring compliance with Managed Router MPLS Site-to-MPLS Site performance obligations for latency, data delivery, and jitter between the selected pair of Sites. To be considered a Qualifying Pair, Customer must order and install the Managed Router Feature at each Site in the Qualifying Pair (a Lite Managed Router Site does not qualify). Sites designated as a Qualifying Pair are not eligible for MPLS Transport MPLS Port Data Delivery, MPLS Transport MPLS Port-to-MPLS Port Latency, Managed CSU-Probe MPLS Site-to-MPLS Site Latency, or Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLAs.

“Transport” when used in reference to a Service Level Agreement refers to a Site not supported by the Managed CSU-Probe Feature or the Managed Router Feature.

SLA-1.1.1. SLA Region and Country Table

Section Effective Date: 28-Jan-2015

SLA Region and Country Table	
Region	Countries*
United States (US)	US
Europe	Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia / Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Ukraine, United Kingdom

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SLA Region and Country Table	
Region	Countries*
EMEA	Afghanistan, Albania, Algeria, Angola, Armenia, Austria, Azerbaijan, Bahrain, Belarus, Belgium, Benin, Bosnia / Herzegovina, Botswana, Bulgaria, Burkina-Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Croatia, Cyprus, Czech Republic, Democratic Republic of Congo, Denmark, Djibouti, Egypt, Equatorial Guinea, Estonia, Ethiopia, Finland, France, Gabon, Gambia, Georgia, Germany, Ghana, Greece, Guinea, Guinea-Bissau, Hungary, Iceland, Iraq, Ireland, Israel, Italy, Ivory Coast, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Kuwait, Latvia, Lebanon, Lesotho, Liberia, Libya, Lithuania, Luxembourg, Macedonia, Madagascar, Malawi, Mali, Malta, Mauritania, Mauritius, Moldova, Monaco, Montenegro, Morocco, Mozambique, Namibia, Netherlands, Niger, Nigeria, Norway, Oman, Pakistan, Poland, Portugal, Qatar, Reunion, Romania, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Sierra Leone, Slovakia, Slovenia, South Africa, Spain, Swaziland, Sweden, Switzerland, Tajikistan, Togo, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, United Kingdom, United Republic of Tanzania, Uzbekistan, Zambia and Zimbabwe
Asia Pacific	American Samoa, Australia, Bangladesh, Bhutan, Brunei, Cambodia, China, Cook Islands, Fiji, French Polynesia, Guam, Hong Kong, India, Indonesia, Japan, Kiribati, Laos, Macau, Malaysia, Maldives, Mongolia, Nauru, Nepal, New Caledonia**, New Zealand, Niue, Myanmar, Papua New Guinea, Philippines, Samoa, Solomon Islands, South Korea, Singapore, Sri Lanka, Taiwan, Thailand, Timor Leste, Tonga, Tuvalu, Vanuatu, Vietnam
Canada	Canada
Caribbean and Latin American (CALA)	Anguilla, Antigua and Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, British Virgin Islands, Cayman Islands, Chile, Colombia, Costa Rica, Curacao (Netherlands Antilles), Dominica, Dominican Republic, Ecuador, El Salvador, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Montserrat, Nicaragua, Panama, Paraguay, Peru, St. Kitts and Nevis, St. Lucia, St Martin (St. Maarten), Saint Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos, Uruguay, Venezuela
Notes	
*	Service may not currently be available in all countries listed.
**	As of July 23, 2014, service to New Caledonia will no longer be available.

Cross References

[SD-1.1. Geographic Availability](#)

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SLA-1.1.2. SLA Eligibility Table

Section Effective Date: 01-May-2014

Customer eligibility for Service Level Agreements shall be determined by the Service Component type, Management Option, and in some cases the type of access for a Site as described in the SLA Eligibility Tables.

SLA Eligibility Table			
Table 1			
Eligibility for On Time Provisioning, Site Availability/ Time to Restore and Network SLAs			
SLA	Site Management Option		
	Transport	Managed CSU- Probe	Managed Router
On Time Provisioning – New Starts	Yes	Yes	Yes
On Time Provisioning - Moves, Adds, Changes Physical	Yes	Yes	Yes
On Time Provisioning - Moves, Adds, Changes Logical	No	No	No
Site Availability / Time to Restore	Yes	Yes	Yes
Network Latency, Network Data Delivery, Network Jitter	Yes	Yes	Yes

SLA Eligibility Table				
Table 2				
Eligibility for MPLS Port-to-MPLS-Port, MPLS Site-to-MPLS Site SLAs				
Site 1 – Management Option	Site 2 – Management Option			
	Transport or Lite Managed Router	Managed CSU- Probe	Managed Router	Managed Router and Managed CSU- Probe*
Transport or Lite Managed Router	Port to Port	Port to Port	Port to Port	Port to Port
Managed CSU-Probe	Port to Port	Managed CSU- Probe Site to Site	Port to Port	Managed CSU- Probe Site to Site

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SLA Eligibility Table				
Table 2 Eligibility for MPLS Port-to-MPLS-Port, MPLS Site-to-MPLS Site SLAs				
Site 1 – Management Option	Site 2 – Management Option			
	Transport or Lite Managed Router	Managed CSU-Probe	Managed Router	Managed Router and Managed CSU-Probe*
Managed Router	Port to Port	Port to Port	Managed Router Site to Site	Managed Router Site to Site
Managed Router and Managed CSU-Probe	Port to Port	Managed CSU-Probe Site to Site	Managed Router Site to Site	Managed Router Site to Site

Definitions and Notes:

“Port to Port” means the Transport MPLS Port-to-MPLS Port Latency and Transport -MPLS Port Data Delivery SLAs are applicable to both Site 1 and Site 2.

“Managed CSU-Probe Site to Site” means Managed CSU-Probe MPLS Site-to-MPLS Site Latency and MPLS Site-to-MPLS Site Data Delivery SLAs applicable to both Site 1 and Site 2.

“Managed Router Site to Site” means MPLS Site-to-MPLS Site Latency, MPLS Site-to-MPLS Site Data Delivery and MPLS Site-to-MPLS Site Jitter SLAs applicable to Site 1 and Site 2 (if Site 1 and Site 2 are a Qualified Pair).

*Managed CSU-Probe MPLS Site-to-MPLS Site Latency and Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLAs do not apply to Managed CSU-Probe Sites or Site pairs not included in the single applicable VPN designated by Customer for such SLAs.

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SLA Eligibility Table			
Table 3 MPLS Port-to-MPLS-Port, MPLS Site-to-MPLS Site SLA Applicability Table For Extended Reach Access			
Applicability of SLA to Site using Access Method Shown	Cross Border Ethernet, International Long Line Extension, Dedicated Satellite Extension, and DSL	Network to Network Interconnection (NNI)	
	All countries	Brazil, Costa Rica, Denmark, Dominican Republic, El Salvador, Finland, Guatemala, Honduras, Mexico¹, Nicaragua, Norway, and Sweden	All other NNI countries
Transport MPLS Port-to-MPLS Port Latency	No	Yes	No
Transport MPLS Port Data Delivery	No	No	No
Managed CSU Probe MPLS Site-to-MPLS Site Latency	No	Yes	No
Managed CSU Probe MPLS Site-to-MPLS Site Data Delivery	No	Yes	No
Managed Router MPLS Site-to-MPLS Site Latency	No	Yes	No
Managed Router MPLS Site-to-MPLS Site Data Delivery	No	Yes	No
Managed Router MPLS Site-to-MPLS Site Jitter	No	Yes	No
Notes:			
¹ For Site pairs in Mexico where one site connects through the NNI and one site connects directly to the AT&T Global Network, the Transport MPLS Port-to-MPLS Port Latency, Managed CSU Probe MPLS Site-to-MPLS Site (Latency and Data Delivery) and Managed Router MPLS Site-to-MPLS Site (Latency, Data Delivery, Jitter) SLAs do not apply			

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SLA-1.1.3. SLA Exclusions and Limitations*Section Effective Date: 25-Sep-2015*

AT&T is not responsible for failure to meet an SLA resulting from:

- negligent conduct or misuse by Customer or users of the Service;
- failure or deficient performance of power, equipment, CPE, inside wiring, services or systems not provided/maintained by AT&T;
- at sites supported by Managed CPE, not supporting ANIRA failover configured for out-of-band management, failure of (including failure by Customer to order, provision or support) the dedicated analog line connected to the Managed CPE for out-of-band management and testing. However this exclusion does not apply to Latency, Data Delivery, or Jitter SLAs during periods when both sites in the site pair are available and meet the requirements in the General SLA Terms;
- At sites where customer has chosen Customer Self-Installation Option, delays in provisioning due to CPE equipment not being assembled on time or correctly by the applicable Due Date;
- Customer requested or caused delays or Customer's election to not release a Service Component for testing and/or repair;
- service interruptions, deficiencies, degradations or delays:
 - due to access lines or CPE not provided by AT&T;
 - due to use of the NetFlow Feature on the AT&T VPN Managed Router;
 - during any period in which AT&T or its agents are not provided access to the premises where access lines associated with the Service are terminated or AT&T CPE is located;
 - during any period when a Service Component is removed from service by AT&T for maintenance or upgrade of the Service or a Service Component during a scheduled maintenance window or upon prior notice by AT&T,
 - during any period when a Service Component is removed from service by AT&T for replacement, rearrangement, or for the implementation of a Customer order;
 - during any period when AT&T is unable to investigate and/or repair a trouble affecting a non-US Service Component due to the hours of operation of the local access provider in the country where Customer reports the trouble; or
 - at sites supported by Lite Managed Router, during the period from determination that a hardware replacement is needed until the time customer has replaced the part(s) and notified AT&T device is ready for the configuration.
- Force Majeure conditions, including but not limited to cable cuts.

SLAs do not apply if Customer and AT&T agree to another remedy for the same interruption, deficiency, degradation, or delay affecting the Service Component subject to the SLA.

For all SLA claims, if the same occurrence causes AT&T to fail to meet more than one SLA applicable to a Customer Site, Customer is eligible to receive a credit under only one SLA. Additionally, Customer may receive:

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- Only one credit in any calendar month for a failure by AT&T to meet any of the Network Latency, Network Data Delivery and Network Jitter SLAs applicable in or between a Region;
- Credits for an affected Customer Site in a given month totaling no more than the total Covered Service Monthly Charges for the Site that month.

Cross References

[SLA-1. General SLA Terms](#)

[SLA-1.1.3. SLA Exclusions and Limitations](#)

[SD-2. AT&T VPN Access Arrangements](#)

SLA-1.1.4. Validation of Managed Router MPLS Site-to-MPLS Site Latency, MPLS Site-to-MPLS Site Data Delivery, and MPLS Site-to-MPLS Site Jitter SLA Claims

Section Effective Date: 14-Mar-2013

Validation of the first three (3) MPLS Site-to-MPLS Site Latency, the first three (3) MPLS Site-to-MPLS Site Data Delivery, or the first three (3) MPLS Site-to-MPLS Site Jitter SLA claim requests for the same Qualifying Pair during a six (6) month rolling period will be based on the average monthly performance metrics reported in the “Average” column of the Customer's Site to Site reports. Beginning with the fourth MPLS Site-to-MPLS Site Latency, or the fourth MPLS Site-to-MPLS Site Data Delivery, or the fourth MPLS Site-to-MPLS Site Jitter SLA claim request for the same Qualified Pair in a rolling six (6) month period, AT&T will base validation of these claims on the monthly metrics published in the “Adjusted” column in these reports.

The metrics published in the Customer's Site to Site reports in the “Average” column reflect all MPLS Port utilization measured during a month. The metrics published in the Customer's Site to Site reports in the “Adjusted” column eliminate measurements taken during periods of Port utilization at excess levels, which can impact Latency, Data Delivery and Jitter measurements. For MPLS Port sizes less than 512k, utilization above 50% will be eliminated from reported results. For MPLS Port sizes 512k and greater, utilization levels above 70% will be eliminated from reported results.

Currently subscribed Customers may access the metrics at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

SLA-1.1.5. Claims Process

Section Effective Date: 19-Sep-2014

In order for a Customer to be eligible to receive a credit under a SLA:

- The credit request must be submitted by the end of the month following the month in which the provisioning was completed or the performance objective failure occurred.
- A trouble ticket must be opened with respect to the trouble or service deficiency causing AT&T to miss a performance objective; except that trouble tickets need not be opened for Customer to be eligible for SLA credits under Network Latency, Network Data Delivery, and Network Jitter SLAs, and On-Time Provisioning SLAs. Customer is required to open a trouble ticket in order to be eligible for SLA credits for the:
 - MPLS Port Data Delivery SLA;

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- MPLS Port -to-MPLS Port Latency SLA;
- Managed Router and or Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA;
- Managed Router and or Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA;
- Managed Router MPLS Site-to-MPLS Site Jitter SLA; and
- Site Availability/Time to Restore (Trouble tickets related to Site Availability/Time to Restore service deficiencies will be opened by AT&T at Sites where Customer has ordered the Managed Router and or Managed CSU-Probe Feature).

Customer must submit a credit request in writing to the AT&T SLA Administration Center via AT&T Business Direct®. Each request for a credit must include the AT&T eMaintenance ticket number(s) or the On-Time Provisioning order number. For Network SLAs, no trouble ticket number is required.

SLA-1.1.6. Use of Alternate Service

Section Effective Date: 14-Apr-2008

If Customer elects to use another means of communications during the period of interruption, Customer must pay the charges for the alternative service used.

SLA-2. On-Time Provisioning SLA

Section Effective Date: 26-Nov-2013

The performance objective for the On-Time Provisioning SLA is to complete installation of new Service at a Site, including AT&T-provided access lines, by the applicable Due Date. If AT&T does not meet this performance objective, Customer is eligible to:

- Receive a credit equal to one month of the discounted Covered Monthly Charges for the Site that was not installed on time.

The On-Time Provisioning SLA also applies to Customer change orders. Customer shall receive a credit of 50% of the Non-Recurring charges for Ports, PVCs, COS Packages, DSL or CIR changes.

For Service with Managed Router, the On-Time Provisioning SLA applies to the following physical MACDs:

- Moves
- Add the Managed Router feature to existing Service
- Add router cards to router
- Resiliency
- Disconnect router or router/port

For Service with Managed CSU-Probe, On-Time Provisioning SLA applies to the following physical MACDs:

- Add Managed CSU-Probe to a Site.

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- Disconnect managed CSU-Probe from a Site.

The performance objective is to complete the above-listed physical MACDs by the applicable Due Date. If AT&T does not meet this performance objective, Customer is eligible to receive a credit equal to 50% of the one-time charge for the physical MACD.

If AT&T agrees to expedite an order for a Service Component, the On-Time Provisioning SLA applies to the original Due Date provided by AT&T, not the expedited date.

Cross References

[SD-8.2. Due Date of an Order](#)

SLA-3. Latency

Section Effective Date: 02-Dec-2014

"Latency" is the interval of time it takes for test packets of data to travel from the source end point (MPLS Port, Managed CPE, Site, etc.) to the destination end point and back again.

SLA-3.1. Network Latency SLA

Section Effective Date: 14-Mar-2013

The performance objectives for the Network Latency SLA are for the Network Latency within Regions to be no greater than the latencies set forth in the Network Latency Performance Objectives Table.

If AT&T does not meet this performance objective in a given calendar month, Customer is eligible for an Network Latency SLA credit equal to 1/30th of Customer's total discounted Covered Monthly Charges for Sites in the affected Region, or, if measured between Regions, for Sites in each Region or country that is part of the Region, for that month. If the measurement is between one Region to a portion of another Region (e.g., Asia Pacific to US West Coast) and AT&T does not meet the performance objective, the SLA credit shall be applicable to all Sites in each country of the Region (e.g., Customer's US East Coast Sites would be eligible for an SLA Credit if the Asia Pacific to US West performance objective is not met).

" Network Latency" is a monthly measure of the AT&T network-wide delay within the Region, which is the average interval of time it takes during the applicable calendar month for test packets of data to travel between selected pairs of AT&T Network Nodes within the Region. Specifically, the time it takes test packets to travel from one AT&T Network Node in a pair to another and back is measured for selected pairs of AT&T Network Nodes in the Region over the month. Latency for the month is the average of these measurements. The actual Network SLA results can be viewed at the AT&T BusinessDirect® web portal at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the AT&T Global Performance Reports.

SLA-3.2. Network Latency Performance Objectives Table

Section Effective Date: 14-Mar-2013

Network Latency Performance Objectives Table	
Region	Performance Objectives
United States*	37 ms

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Network Latency Performance Objectives Table	
Region	Performance Objectives
Canada	40 ms
CALA	135 ms
EMEA	35 ms
Europe	22 ms
Asia Pacific	80 ms
Between Regions	
Asia Pacific to US West Coast	150 ms
Asia Pacific to Europe	245 ms
Europe to US East Coast	90 ms
Europe to US West Coast	160 ms
United States* to Canada	25 ms
United States* to CALA	110 ms

*Measurements for the US Region include Sites located within the US Mainland only but will be used to determine credits for US Sites generally (including Alaska, Hawaii, Puerto Rico and the Virgin Islands).

SLA-3.3. Transport and Lite Managed Router MPLS Port-to-MPLS Port Latency SLA

Section Effective Date: 16-Dec-2013

The performance objectives for the MPLS Port-to-MPLS Port Latency SLA are for the MPLS Port-to-MPLS Port Latency to be no more than the latencies set forth in the AT&T BusinessDirect® web portal at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

If Customer reports that an MPLS Port pair does not meet the performance objective, AT&T's testing verifies that the MPLS Port pair does not meet the performance objective and AT&T fails to remedy the problem within thirty (30) calendar days, Customer is eligible for an MPLS Port-to-MPLS Port Latency SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for the affected Sites.

"MPLS Port-to-MPLS Port Latency" is the interval of time it takes for a test packet to travel from the ingress MPLS Port to the egress MPLS Port and back again, measured when the MPLS Ports are not being used to transmit any other data.

MPLS DSL Access Connections, MPLS ADSL Line Shared Connections and MPLS DSL Ports are not eligible for the MPLS Port-to-MPLS Port Latency SLA.

SLA-3.4. Managed Router MPLS Site-to-MPLS Site Latency SLA

Section Effective Date: 11-Jul-2015

The Managed Router MPLS Site-to-MPLS Site Latency SLA is available only for a Qualifying Pair. The performance objective is for the Managed Router MPLS Site-to-MPLS Site Latency

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average for a month to be no more than the performance objective stated for the Sites in the Qualifying Pair as found at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

Managed Router MPLS Site-to-MPLS Site Latency SLA is measured from the managed router at one Site to the managed router at the other Site in a Qualifying Pair for each class of service to which the Customer subscribes. Customers who subscribe to 4CoS are eligible for AT&T Managed Router VPN MPLS Site-to-MPLS Site Latency SLAs on Port speeds equal to 56k and greater for CoS1, CoS2, and CoS3. Customer who subscribe to 6CoS are eligible for Managed Router MPLS Site-to-MPLS Site Latency SLAs on Port speeds equal to T1/E1 and higher for CoS1, CoS2v, CoS2, CoS3 and CoS5. In order to qualify for a Managed Router MPLS Site-to-MPLS Site Latency SLA on CoS5, Customer will need to allocate a minimum of 5% bandwidth to CoS5. Managed Router MPLS Site-to-MPLS Site Latency SLA does not apply to CoS4. The monthly average Managed Router MPLS Site-to-MPLS Site Latency performance for each Qualifying Pair is compared with the Managed Router MPLS Site-to-MPLS Site Latency performance objective to determine if a Qualifying Pair meets the SLA. Managed Router MPLS Site-to-MPLS Site Latency performance objectives are subject to change if the bandwidth changes at AT&T CPE at either Qualifying Site in the Qualifying Pair.

If a Customer reports that a Qualifying Pair does not meet the Managed Router MPLS Site-to-MPLS Site Latency performance objective, and AT&T verifies the claim, the Customer is eligible for a Managed Router MPLS Site-to-MPLS Site Latency SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for the affected Sites in the Qualifying Pair.

If the Site Access Termination is delivered on Non-Terrestrial technology, site to site performance SLAs are only available ICB.

SLA-3.5. Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA

Section Effective Date: 11-Jul-2015

The Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA applies to Managed CSU-Probe Sites in a single Customer-designed VPN. "Managed CSU-Probe MPLS Site-to-MPLS Site Latency" is the interval of time it takes for a test packet to travel from the ingress MPLS CSU to the egress MPLS CSU and back again, measured when the MPLS CSUs are not being used to transmit any other data. The performance objective for the Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA may be found at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

When the Unilink feature is used by Customer to configure multiple VPNs, the Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA applies only when both Sites being measured are part of the same Customer-designated VPN.

If Customer reports that a CSU-Probe-MPLS Site pair does not meet the performance objective, AT&T's testing verifies that the CSU-Probe-MPLS Site pair does not meet the performance objective and AT&T fails to remedy the problem within thirty (30) calendar days, Customer is eligible for a Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for the affected MPLS Sites.

Managed CSU-Probe MPLS Site-to-MPLS Site reports are not used for measurement or validation of Managed CSU-Probe MPLS Site-to-MPLS Site Latency.

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If the Site Access Termination is delivered on Non-Terrestrial technology, site to site performance SLAs are only available ICB.

SLA-4. Data Delivery

Section Effective Date: 02-Dec-2014

"Data Delivery" is the ratio (shown as a percentage) of test packets of data actually received at the destination end point to attempted test packets of data transmitted from the source end point.

SLA-4.1. Network Data Delivery SLA

Section Effective Date: 14-Mar-2013

The performance objectives for the Network Data Delivery SLA are for the Network Data Delivery percentages within and between Regions to be no less than those set forth in the Network Data Delivery Performance Objectives Table.

If AT&T does not meet this performance objective in a given calendar month, Customer is eligible for an Network Data Delivery SLA credit equal to 1/30th of Customer's total discounted Covered Monthly Charges for the Sites in the affected Region, or, if measured between Regions, for Sites in each Region or country that is part of the Region, for that month. If the measurement is between one Region to a portion of another Region (e.g., Asia Pacific to US West Coast) and AT&T does not meet the performance objective, the SLA credit shall be applicable to all Sites in each country of the Region (e.g., Customer's US East Coast Sites would be eligible for an SLA Credit if the Asia Pacific to US West performance objective is not met).

The "Network Data Delivery Percentage" for a Region is the average Data Delivery percentage for that month for all selected pairs of AT&T Network Nodes in the Region calculated by dividing Data Received by Data Delivered and multiplying by 100.

"Data Delivered" is the number of test packets of data delivered in a month by AT&T to an ingress router at an AT&T Network Node in a Region for delivery to an egress router at another specific AT&T Network Node in the Region.

"Data Received" is the number of such test packets of data that are actually received by the egress router at the other AT&T Network Node in the Region. The actual Network SLA results can be viewed at the AT&T BusinessDirect® web portal at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the AT&T Global Performance Reports.

SLA-4.2. Network Data Delivery Performance Objectives Table

Section Effective Date: 14-Mar-2013

Network Data Delivery Performance Objectives Table	
Within Region	Performance Objective
United States*	99.95%
Canada	99.90%
CALA	99.90%

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Network Data Delivery Performance Objectives Table	
Within Region	Performance Objective
Europe	99.90%
EMEA	99.90%
Asia Pacific	99.90%
Between Regions	
Asia Pacific to US West Coast	99.90%
Asia Pacific to Europe	99.90%
Europe to US East Coast	99.90%
Europe to US West Coast	99.90%
United States* to Canada	99.90%
United States* to CALA	99.90%

*Measurements for the US Region include Sites located within the US Mainland only but will be used to determine credits for US Sites generally (including Alaska, Hawaii, Puerto Rico and the Virgin Islands).

SLA-4.3. Transport and Lite Managed Router MPLS Port Data Delivery SLA

Section Effective Date: 16-Dec-2013

The performance objective for the Transport MPLS Port Data Delivery SLA is for the MPLS Port Data Delivery percentage for Customer's VPN to be no less than 99.9%. If Customer reports that MPLS Port Data Delivery does not meet the performance objective, AT&T's testing verifies that AT&T does not meet the performance objective and AT&T fails to remedy the problem within thirty (30) calendar days, Customer is eligible for a MPLS Port Data Delivery SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for two of the affected Sites.

The MPLS Port Data Delivery percentage is calculated by dividing Data Received by Data Delivered during AT&T's testing and multiplying the result by 100.

"Data Delivered" is the total number of packets of data transmitted to all MPLS Ports in Customer's VPN.

"Data Received" is the total number of packets of data received by all MPLS Ports in Customer's VPN.

SLA-4.4. Managed Router MPLS Site-to-MPLS Site Data Delivery SLA

Section Effective Date: 11-Jul-2015

The Managed Router MPLS Site-to-MPLS Site Data Delivery SLA is available only for a Qualifying Pair. The performance objective for the Managed Router MPLS Site-to-MPLS Site Data Delivery SLA is for the Managed Router MPLS Site-to-MPLS Site Data Delivery Percentage for a month to be no less than objective established for the country in which the Site

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is located. Specific country objectives may be found at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

Managed Router MPLS Site-to-MPLS Site Data Delivery SLA is measured from the managed router at one Site to the managed router at the other Site in the Qualifying Pair for each class of service. Customers who subscribe to 4CoS are eligible for Managed Router MPLS Site-to-MPLS Site Data Delivery SLAs on Port speeds equal to 56k and higher for CoS1, CoS2 and CoS3. Customers who subscribe to 6CoS are eligible for Managed Router MPLS Site-to-MPLS Site Data Delivery SLAs on Port speeds equal to T1/E1 and higher on CoS1, CoS2v, CoS2, CoS3 and CoS5. In order to qualify for an Managed Router MPLS Site-to-MPLS Site Data Delivery SLA on CoS5, Customer will need to allocate a minimum of 5% bandwidth to CoS5. Managed Router MPLS Site-to-MPLS Site Data Delivery SLA does not apply to CoS4.

The Managed Router MPLS Site-to-MPLS Site Data Delivery Percentage is the average Data Delivery Percentage for that month for a Qualifying Pair calculated by dividing Data Received by Data Delivered segregated by COS, and multiplying by 100.

- “Data Delivered” is the number of test packets of data delivered in a month by AT&T to an ingress router at one Qualifying Site for delivery to an egress router at the other Qualifying Site in the Qualifying Pair.
- “Data Received” is the number of such test packets of data that are actually received by the egress router at the Qualifying Site in the Qualifying Pair.

The Managed Router MPLS Site-to-MPLS Site Data Delivery Percentage for each Qualifying Pair is compared with the performance objective for each CoS ordered to determine if a Qualifying Pair meets the performance objective.

If Customer reports that AT&T did not meet the Managed Router MPLS Site-to-MPLS Site Data Delivery SLA for a Qualifying Pair during a month and AT&T verifies the claim, the Customer is eligible for the Managed Router MPLS Site-to-MPLS Site Data Delivery SLA credit in an amount equal to 10% of Customer’s discounted Covered Monthly Charges for the affected Sites in the Qualifying Pair.

If the Site Access Termination is delivered on Non-Terrestrial technology, site to site performance SLAs are only available ICB.

SLA-4.5. Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA

Section Effective Date: 11-Jul-2015

The performance objective for the Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA is for Data Delivery during a test to be at least 99.8%. Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery is measured from the Managed CSU-Probe at one Site to the Managed CSU-Probe at the other Site.

Data Delivery is calculated by dividing Data Received by Data Delivered during a test and multiplying by 100.

- “Data Delivered” is the number of test packets of data delivered by AT&T to an ingress Managed CSU-Probe for delivery to another egress Managed CSU-Probe.
- “Data Received” is the number of test packets of data that are actually received by the egress Managed CSU-Probe.

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When the Unilink feature is used by Customer to configure multiple VPNs, the Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA applies only when both Sites being measured are part of the same Customer-designated VPN.

If Customer reports that Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery does not meet the performance objective, AT&T's testing verifies that AT&T does not meet the performance objective and AT&T fails to remedy the problem within thirty (30) calendar days, Customer is eligible for a Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for the two affected Sites.

Managed CSU-Probe MPLS Site-to-MPLS Site reports are not used for measurement or validation of Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery.

If the Site Access Termination is delivered on Non-Terrestrial technology, site to site performance SLAs are only available ICB.

SLA-5. Jitter

Section Effective Date: 02-Dec-2014

"Jitter" refers to the Mean Packet to Packet Delay Variation (MPPDV) between a Qualifying Pair and is measured one way between the source and destination end points.

SLA-5.1. Network Jitter SLA

Section Effective Date: 14-Mar-2013

The performance objective for the Network Jitter SLA is for Network Jitter in a given month to be no more than the jitter set forth in the Network Jitter Performance Objectives Table.

If AT&T does not meet this performance objective, Customer is eligible for an Network Jitter SLA credit equal to 1/30th of Customer's total discounted Covered Monthly Charges for the Sites in the affected Region, or, if measured between Regions, for Sites in each Region or country that is part of the Region, for that month. If the measurement is between one Region to a portion of another Region (e.g., Asia Pacific to US West Coast) and AT&T does not meet the performance objective, the SLA credit shall be applicable to all Sites in each country of the Region (e.g., Customer's US East Coast Sites would be eligible for an SLA Credit if the Asia Pacific to US West performance objective is not met).

"Network Jitter" is a monthly measure of the AT&T Network-wide IP packet delay variation within the applicable Region, which is the average difference in the interval of time it takes during the applicable calendar month for selected pairs of test packets of data in data streams to travel between pairs of AT&T Network Nodes in the Region. Specifically, the difference in time it takes a selected pair of test packets in a data stream to travel from one AT&T Network Node in a pair to another is measured for selected pairs of AT&T Network Nodes in the Region over the month. One of the test packets in the selected pair will always be a packet in the data stream that takes the least time to travel from one AT&T Network Node in a pair to another. VPN Network Jitter for the month is the average of these measurements. The actual Network SLA results can be viewed at the AT&T BusinessDirect® web portal at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the AT&T Global Performance Reports.

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SLA-5.2. Network Jitter Performance Objectives Table

Section Effective Date: 14-Mar-2013

Network Jitter Performance Objectives Table	
Region	Performance Objectives
United States*	1.0 ms
Canada	1.2 ms
CALA	1.2 ms
EMEA	1.2 ms
Europe	1.2 ms
Asia Pacific	1.2 ms
Between Regions	
Asia Pacific to US West Coast	1.2 ms
Asia Pacific to Europe	1.2 ms
Europe to US East Coast	1.2 ms
Europe to US West Coast	1.2 ms
United States* to Canada	1.2 ms
United States* to CALA	1.2 ms

*Measurements for the US Region include Sites located within the US Mainland only but will be used to determine credits for US Sites generally (including Alaska, Hawaii, Puerto Rico and the Virgin Islands).

SLA-5.3. Managed Router MPLS Site-to-MPLS Site Jitter SLA

Section Effective Date: 11-Jul-2015

The Managed Router MPLS Site-to-MPLS Site Jitter SLA is available only to a Qualifying Pair. The performance objectives is for the Managed Router MPLS Site-to-MPLS Site Jitter average for a month to be no more than the performance objective stated for both Site in the Qualifying Pair as found at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

Managed Router MPLS Site-to-MPLS Site Jitter refers to the variation in packet transit delay between Qualifying Sites in a Qualifying Pair and is measured one way from the managed router at one Site to the managed router at the other Site in a Qualifying Pair. The Managed Router MPLS Site-to-MPLS Site Jitter SLA is available to Customers who subscribe to 4CoS for CoS1 only on Ports at speeds of 768k and higher. Managed Router MPLS Site-to-MPLS Site Jitter SLA is available to Customers who subscribe to 6CoS for CoS1 and CoS2V on Ports at speeds of T1/E1 and higher. The performance objectives are subject to change if the bandwidth changes at either customer edge router in the Qualifying Pair.

The monthly average Managed Router MPLS Site-to-MPLS Site Jitter performance for each Qualifying Pair is compared with the one way Managed Router MPLS Site-to-MPLS Site Jitter performance objective to determine if a Qualifying Pair meets the SLA.

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If Customer reports that AT&T did not meet the Managed Router MPLS Site-to-MPLS Site Jitter performance objective for a Qualifying Pair and AT&T verifies the claim, Customer is eligible for the Managed Router MPLS Site-to-MPLS Site Jitter SLA credit in an amount equal to 10% of Customer's discounted Covered Monthly Charges for the affected Sites in the Qualifying Pair.

If the Site Access Termination is delivered on Non-Terrestrial technology, site to site performance SLAs are only available ICB.

SLA-6. Site Availability/Time to Restore SLA

Section Effective Date: 25-Mar-2014

The performance objective for the Site Availability/Time to Restore SLA is for the AT&T VPN Site Availability to be 100%. Sites with MPLS DSL Access Connections, MPLS ADSL Line Shared Connections and MPLS DSL Ports also qualify for the Site Availability/Time to Restore SLA using the DSL credit schedule specified below. 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 MPLS Port, 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 in accordance with to the Country Groups shown in the Site Availability/Time To Restore SLA Country Group Table. Sites where Customer has ordered the Managed Router Feature (including Lite Managed Router) may be eligible for an alternative credit structure depending on the Managed Router Feature resiliency option implemented at the Site. The Site Availability/Time to Restore alternative credit structure available for Sites with the Managed Router Feature may be found at AT&T BusinessDirect at <https://www.businessdirect.att.com/portal/index.jsp> by accessing the SLA Target Lookup.

"Outage" means an occurrence within the AT&T Network (including Managed CPE) and/or the AT&T-provided access 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.

For sites located outside of the United States any outage time shall exclude time that is outside of the standard operating hours of the local access provider used by AT&T for the affected Customer Site.

SLA-6.1. Site Availability/Time to Restore SLA Credit Table

Section Effective Date: 11-Jul-2015

Site Availability/Time to Restore SLA Credit Table							
Time to Restore Outage		Country Group					
Equal to or Greater than:	to Less than:	Group 1	Group 2	Group 3	Group 4	Group 5	DSL
1 Minute	1 Hour	3.30%	3.30%	3.30%	3.30%	3.30%	0.00%

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Site Availability/Time to Restore SLA Credit Table							
Time to Restore Outage		Country Group					
Equal to or Greater than:	to Less than:	Group 1	Group 2	Group 3	Group 4	Group 5	DSL
1 Hour	2 Hours	3.30%	3.30%	3.30%	3.30%	3.30%	3.30%
2 Hours	3 Hours	10.0%	3.30%	3.30%	3.30%	3.30%	3.30%
3 Hours	4 Hours	10.0%	10.0%	3.30%	3.30%	3.30%	3.30%
4 Hours	5 Hours	25.0%	10.0%	10.0%	3.30%	3.30%	10.0%
5 Hours	6 Hours	25.0%	10.0%	10.0%	3.30%	3.30%	10.0%
6 Hours	7 Hours	25.0%	25.0%	10.0%	10.0%	3.30%	10.0%
7 Hours	8 Hours	25.0%	25.0%	10.0%	10.0%	3.30%	10.0%
8 Hours	9 Hours	50.0%	25.0%	25.0%	10.0%	10.0%	10.0%
9 Hours	10 Hours	50.0%	25.0%	25.0%	10.0%	10.0%	10.0%
10 Hours	11 Hours	50.0%	50.0%	25.0%	10.0%	10.0%	10.0%
11 Hours	12 Hours	50.0%	50.0%	25.0%	25.0%	10.0%	10.0%
12 Hours	13 Hours	50.0%	50.0%	50.0%	25.0%	10.0%	10.0%
13 Hours	14 Hours	50.0%	50.0%	50.0%	25.0%	10.0%	10.0%
14 Hours	15 Hours	50.0%	50.0%	50.0%	50.0%	10.0%	10.0%
15 Hours	16 Hours	50.0%	50.0%	50.0%	50.0%	10.0%	10.0%
16 Hours	17 Hours	100.0%	50.0%	50.0%	50.0%	10.0%	25.0%
17 Hours	18 Hours	100.0%	50.0%	50.0%	50.0%	10.0%	25.0%
18 Hours	19 Hours	100.0%	100.0%	50.0%	50.0%	10.0%	25.0%
19 Hours	20 Hours	100.0%	100.0%	50.0%	50.0%	10.0%	25.0%
20 Hours	21 Hours	100.0%	100.0%	100.0%	50.0%	10.0%	25.0%
21 Hours	22 Hours	100.0%	100.0%	100.0%	50.0%	10.0%	25.0%
22 Hours	23 Hours	100.0%	100.0%	100.0%	50.0%	10.0%	25.0%
23 Hours	24 Hours	100.0%	100.0%	100.0%	100.0%	10.0%	25.0%
24 Hours	36 Hours	100.0%	100.0%	100.0%	100.0%	10.0%	25.0%
36 Hours	48 Hours	100.0%	100.0%	100.0%	100.0%	10.0%	50.0%
48 Hours	72 Hours	100.0%	100.0%	100.0%	100.0%	25.0%	75.0%
72 Hours	> 72 Hours	100.0%	100.0%	100.0%	100.0%	25.0%	100.0%

Sites where AT&T has provisioned AT&T VPN with Non-terrestrial (Radio/Microwave or In-country Satellite) access are eligible for Site Availability / Time to Restore SLAs equivalent to the Country Grouping immediately below the Standard Country Group for which the site would

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have qualified with terrestrial access as indicated in the table above with the exception of Country Group 5 which will have the same SLA.

SLA-6.2. Site Availability/Time To Restore SLA Country Group Table

Section Effective Date: 11-Jul-2015

Site Availability/Time To Restore SLA Country Group Table	
Group	Country*1
Group 1	Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, New Zealand, Norway, Singapore, Spain, Sweden, Switzerland, United Kingdom, United States (including Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands)
Group 2	Argentina, Bulgaria, Colombia, Cyprus, Greece, Hungary, Israel, Mexico, Monaco, Poland, Portugal, South Korea, Taiwan
Group 3	Brazil, Chile, Croatia, Ecuador, Panama, Peru, Philippines, Romania, Russia, Slovakia, Slovenia, South Africa, Venezuela
Group 4	China**, India, Indonesia, Malaysia, Qatar, Thailand, Turkey
Group 5	Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua and Barbuda, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Bosnia / Herzegovina, British Virgin Islands, Brunei, Burkina-Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Comoros, Congo Republic, Cook Islands, Costa Rica, Curacao (Netherlands Antilles), Democratic Republic of Congo, Djibouti, Dominica, Dominican Republic, Egypt, El Salvador, Equatorial Guinea, Estonia, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Iceland, Iraq, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Lithuania, Macau, Macedonia, Madagascar, Malawi, Maldives, Mali, Malta, Martinique, Mauritania, Mauritius, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia†, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Papua New Guinea, Paraguay, Reunion, Rwanda, St. Kitts and Nevis, St. Lucia, St. Martin (St. Maarten), Saint Vincent and the Grenadines, Samoa, Saudi Arabia, Senegal, Serbia, Sierra Leone, Solomon Islands, Sri Lanka, Suriname, Swaziland, Tajikistan, Timor Leste, Togo, Tonga, Trinidad and Tobago, Tunisia, Turks and Caicos, Tuvalu, Uganda, Ukraine, United Arab Emirates, United Republic of Tanzania, Uruguay, Uzbekistan, Vanuatu, Vietnam, Zambia, and Zimbabwe

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This document reflects the Service Guide in effect as of December 16, 2015

Site Availability/Time To Restore SLA Country Group Table	
Group	Country*1
Notes	
*	Service may not currently be available in all countries listed.
1	Sites where AT&T has provisioned AT&T VPN with Non-terrestrial (Radio/Microwave or In-country Satellite) access are eligible for Site Availability / Time to Restore SLAs equivalent to the Country Grouping immediately below the Standard Country Group for the sites indicated in the table above with the exception of Country Group 5 which will have the same SLA.
**	The Managed Router Feature Site Availability/Time to Restore SLA is available only at Customer Sites located within the municipal limits of the following cities: Beijing, Shanghai, Guangzhou, Chengdu, Suzhou, TaiCang, KunShan, JiaXin, JiaShan, Hangzhou, Zhongshan, Shenzhen, ZhuHai, FoShan, SheKou, DongGuan, Tianjin, ZhangJiaKou, Changzhou, Wuxi, Nanjing, Ningbo, Shantou, ShanWei, Huizhou, ChengDe, and Chongqing. The Site Availability/Time to Restore SLA is not available with Managed Router Feature at Sites located outside the municipal limits of the listed cities.
†	As of July 23, 2014, service to New Caledonia is no longer available.

Cross References

[SD-2.6. Site Access Termination](#)

SLA-7. AT&T VPN Managed Router/Enhanced VPN Services Interoperability SLAs

Section Effective Date: 25-Sep-2010

AT&T VPN Managed Router/Enhanced VPN Interoperable Sites qualify for MPLS Site-to-MPLS Site Latency and MPLS Site-to-MPLS Site Data Delivery SLAs described in this section.

The performance objective for latency for AT&T VPN Managed Router/Enhanced VPN Interoperable Sites is the performance objective applicable for AT&T VPN Managed CSU-Probe MPLS Site-to-MPLS Site Latency SLA. The performance objective for data delivery for AT&T VPN Managed Router/Enhanced VPN Interoperable Sites is the performance objective applicable for AT&T VPN Managed CSU-Probe MPLS Site-to-MPLS Site Data Delivery SLA. AT&T VPN Managed CSU-Probe MPLS Site-to-MPLS Site Latency and MPLS Site-to-MPLS Site Data Delivery are described at AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp> in the AT&T VPN SLA Target Lookup Tool.

If Customer notifies by trouble ticket that AT&T VPN Managed Router/Enhanced VPN Interoperable Sites are not meeting an applicable performance objective and AT&T testing verifies that the AT&T VPN Managed Router/Enhanced VPN Interoperable Sites are not meeting the performance objective, AT&T will attempt to remedy the nonperformance within thirty (30) calendar days of Customer notice. If after the thirty (30) day remedy period the same AT&T VPN/Enhanced VPN Interoperable Sites are not meeting the same performance objective, Customer reports the nonperformance in a second trouble ticket, unloads Customer traffic from the Sites experiencing nonperformance to allow AT&T to perform a second test, and AT&T testing verifies that the AT&T VPN Managed Router/Enhanced VPN Interoperable Sites

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are not meeting the applicable Performance objective, Customer is eligible to receive the MPLS Site-to-MPLS Site Latency and or MPLS Site-to-MPLS Site Data Delivery SLA credit, as applicable, in an amount equal to 10% of Customer's discounted Covered AT&T VPN Managed Router and Enhanced VPN Monthly Charges for the affected Sites. Customer must request the service credit using the AT&T VPN Managed Router/Enhanced VPN Interoperable MPLS Site-to-MPLS Site SLA Claims Process.

Implementation of AT&T VPN Managed Router/Enhanced VPN Services Interoperability does not change the testing or measurement of performance obligations applicable to or reporting available for a Service Component. For example, and without limiting the foregoing, for AT&T VPN Managed Router/Enhanced VPN Interoperable Sites, Enhanced VPN Sites will not be included in the measurement of the AT&T VPN MPLS Port-to-MPLS Port Latency and AT&T VPN MPLS Port Data Delivery SLAs, and a failure by AT&T to meet the performance objective for these SLAs shall not make the Enhanced VPN Service Sites eligible for service credits under the AT&T VPN SLAs.

SLA-7.1. AT&T VPN Managed Router/Enhanced VPN Interoperable MPLS Site-to-MPLS Site SLA Claims Process

Section Effective Date: 25-Sep-2010

To submit a request for a SLA credit under an AT&T VPN Managed Router/Enhanced VPN Interoperable MPLS Site-to-MPLS Site SLA, Customer must complete the AT&T VPN Managed Router and Enhanced VPN Service Interoperability SLA Credit Request Form found in the AT&T VPN Applications section of AT&T BusinessDirect® at <https://www.businessdirect.att.com/portal/index.jsp>.

Pricing

P-1. Pricing

Section Effective Date: 31-Jul-2013

Service rates and charges are as specified in the Customer Service Agreement or in the Schedule of Charges. The Schedule of Charges is incorporated by reference into this Service Guide. Currently subscribed Customers may access the Schedule of Charges at AT&T BusinessDirect.

For customer contracts associated with a Schedule of Charges prior to April 1, 2007, list prices for IP MPLS ports at the NxT1 speeds are as indicated in the Schedule of Charges for the ATM/IMA port type at the same corresponding speed. Effective July 31, 2013, Inverse Multiplexing (IMA) configurations for the AT&T Managed Router feature is not supported for New Sites, Site Moves, or after replacement or repair of an AT&T Managed Router at an existing Site.

In the Pricing Schedule and Schedule of Charges, the terms "Activation" and "Activation Charge" are used synonymously with the terms "installation" and "installation charge", and the terms "non-recurring charge" and "one-time-charge" are synonymous.

The MPLS DSL Port Activation Charge and MPLS DSL Port Change Charge listed in the Schedule of Charges apply to MPLS ADSL Line Shared Connections.

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Charges for Optional Features for MPLS Ports with UBB are billed at fixed monthly recurring charges based on the physical Port speed selected, and, in the case of CoS charges, based on the CoS package(s) selected. Charges for Optional Features for MPLS Ports with UBB are not billed based on usage or minimum usage rates selected.

P-2. Local Access Channels

Section Effective Date: 18-Jul-2013

Rates applicable for local access provided outside the United States shall be as set forth in a Pricing Addendum, or, if customer has not executed a Pricing Addendum, the written order form or price quotation supporting the local access service being supplied. Where a written order form or price quotation establishes the rate for local access channel, it will be deemed a Pricing Addendum under the Master Agreement. Discounts shown in a Pricing Schedule do not apply to local access channels provided outside the US.

P-3. Ethernet Access Channels

Section Effective Date: 27-Feb-2013

As of April 4, 2011, rates for Ethernet Access Channels – Switched (formerly known as Switched Ethernet Access Channels) are found in the Service Guide for [AT&T Bandwidth Services](#).

P-4. Miscellaneous Charges

Section Effective Date: 04-Dec-2015

The following Miscellaneous Charges may apply as described in this Service Guide.

Miscellaneous Charges					
Currency	MPLS - Missing Out of Band Management Charge (per site per month)	MPLS Expedite Charge – Change (logical MAC) (per order accepted by AT&T for expedite)	MPLS Expedite Charge – Port/CPE (all other expedites) (per order accepted by AT&T for expedite)	MPLS Off Hours Charge	MPLS Repeat Site Visit
USD	92	100	See Schedule of Charges	210	350
CAD	92	100		260	430
EURO	70	76		190	310
CYP	119	129		581	325
DKK	520	565		1,410	2,310
NOK	512	557		1,620	2,660
ZAR	788	857		2,560	4,190

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Miscellaneous Charges					
Currency	MPLS - Missing Out of Band Management Charge (per site per month)	MPLS Expedite Charge – Change (logical MAC) (per order accepted by AT&T for expedite)	MPLS Expedite Charge – Port/CPE (all other expedites) (per order accepted by AT&T for expedite)	MPLS Off Hours Charge	MPLS Repeat Site Visit
SEK	601	653		1,750	2,870
CHF	85	92		200	330
GBP	57	62		140	230
AUD	88	96		270	450
CNY	573	623		1,300	2,130
JPY	7,961	8,653		25,860	42,280
KRW	98,000	107,000		232,730	380,500
MYR	281	305		770	1,270
NZD	110	120		290	480
SGD	112	122		280	470
TWD	2,700	2,900		6,460	10,570
THB	2,800	3,000		7,070	11,560

Cross References

[SD-5.3.3. Customer Responsibilities](#)

[SD-8.2.4. Expedite of a Due Date](#)

[P-4. Miscellaneous Charges](#)

P-5. Discounts

Section Effective Date: 30-Nov-2009

Discounts for each of the Service Components are specified in Customer's Service Agreement. Customer's net rates will be determined by applying the discounts contained in Customer's Service Agreement to the list rates in the Schedule of Charges.

There are four standard discount categories:

1. VPN Transport discount;
2. Managed CPE discount;

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3. VPN DSL Access Connection discount; and
4. Non-recurring Charges discount.

Country-Specific Provisions

CSP-1. Country-Specific Provisions – General

Section Effective Date: 01-Mar-2015

Service and/or feature availability are subject to local country laws and may be restricted in some countries.

CSP-2. African and Middle East Countries

CSP-2.1. Countries Included – Africa and Middle East NNI

Section Effective Date: 22-Oct-2015

Algeria, Angola, Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Congo Republic, Democratic Republic of Congo, Djibouti, Egypt, Ethiopia, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Ivory Coast, Jordan, Kenya, Kuwait, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Namibia, Niger, Nigeria, Oman, Reunion, Rwanda, Senegal, Sierra Leone, Swaziland, Togo, Tunisia, Uganda, United Republic of Tanzania, Zambia and Zimbabwe.

CSP-2.2. Network to Network Interconnection — Africa and Middle East

Section Effective Date: 22-Oct-2015

AT&T VPN offers service from customer sites in African and Middle East countries (as per CSP-1.1. Countries Included) via a combination of two different NNI suppliers to the AT&T Network.

- Countries offered with both NNI suppliers:
 - Botswana, Cameroon, Egypt, Guinea, Kenya, Mozambique, Nigeria, United Republic of Tanzania, Uganda, Zambia, and Zimbabwe.
- Countries only offered with the supplier via London (UK) AT&T POP:
 - Ghana and Ivory Coast
- Countries only offered with the supplier via Frankfurt (Germany) AT&T POP:
 - Angola, Algeria, Bahrain, Benin, Burkina Faso, Burundi, Cape Verde, Congo Republic, Democratic Republic of Congo, Djibouti, Ethiopia, Equatorial Guinea, Gabon, Gambia, Jordan, Kuwait, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Namibia, Niger, Oman, Reunion, Rwanda, Senegal, Sierra Leone, Swaziland, Togo, and Tunisia.

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CSP-2.3. Charges and Payment — Africa and Middle East NNI*Section Effective Date: 12-Mar-2015*

Local Billing in the African and Middle East countries is not supported. Single End Invoicing (SEI) is required. The AT&T affiliate in France shall invoice Customer's Legal Entity in France in EURO. The services will be priced in the Schedule of Charges currencies and the amount of the EURO bill will depend on Bloomberg mid-month average exchange rate for the Schedule of Charges currency in terms of EURO as of the billing date.

Cross References

[SD-1.3.2. Single End Invoice](#)

CSP-2.4. Class of Service – Africa and Middle East NNI*Section Effective Date: 12-Mar-2015*

Not all Class of Service Packages are available in all countries.

CSP-3. Argentina**CSP-3.1. Billing and Payment Currency***Section Effective Date: 23-Jul-2007*

All applicable charges are billed in US Dollars. All payments may be made in US Dollars or in its equivalent in Argentine Pesos at the "vendedor transferencia" (seller transfer) exchange rate published by the Banco Nación de la República Argentina the day before the date the payment is made.

If in the future, by any law, rule or regulation the free circulation of US Dollars is limited or restricted, Customer, irrevocably and unconditionally, agrees to buy the amount of necessary external bonds issued in US Dollars by the Argentinean Federal Government to sell them, at AT&T's option, in New York City, United States of America, or Montevideo, República Oriental del Uruguay, in order to obtain the amount of US Dollars necessary to fulfill Customer's payment obligations. External bonds issued in US Dollars by Argentinean Federal Government shall mean "Bonos Externos de la República Argentina" or any other security or bond issued by the Argentine Federal Government in US Dollars. Customer shall also pay to AT&T all costs, expenses, taxes and withholdings incurred in selling the abovementioned external bonds. Customer irrevocably and unconditionally agrees not to invoke the "Doctrine of Improvidence" (Teoría de la Imprevisión), or any similar defense, to avoid payment as specified above.

CSP-3.2. Network-to-Network Interconnection – America Movil – Argentina*Section Effective Date: 21-Aug-2015*

Service through América Móvil (AMX) from or to Argentina is provided by an L3/MPLS Network to Network Interconnection. Service provided in Argentina on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated

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with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-4. Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan via L3 NNI

CSP-4.1. General – Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan

Section Effective Date: 26-Feb-2014

Customer and AT&T must execute a Russia Service Addendum covering terms and pricing for Services provided in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan, or in the case of a move, add, change, or delete, an Amendment to Russia Service Addendum, in either case before such Services are provided. In the case of disconnecting site(s) in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan, Customer must provide a signed Russian Cancellation Letter.

CSP-4.2. Network-to-Network Interconnection

Section Effective Date: 26-Feb-2014

Customer access to Service from Customer Sites in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan is via NNI to the AT&T Network in Russia.

Cross References

[CSP-28.2. Network-to-Network Interconnection – Russia](#)

CSP-4.3. Charges and Payment

Section Effective Date: 26-Feb-2014

Unless Customer elects to be invoiced in an SEI Country, the AT&T affiliate in Russia shall invoice Customer's Legal Entity in Russia in the currency listed in the Schedule of Charges for Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine, or Uzbekistan and Customer's Legal Entity in Russia shall make payment to the AT&T Russia Affiliate in rubles. Rates shown in the Schedule of Charges or Pricing Schedule shall be converted to Russian rubles for invoicing.

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CSP-4.4. Use Restriction*Section Effective Date: 28-Feb-2014*

Service may not be used to support access to the Internet, voice, or video traffic originating or terminating in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan.

CSP-5. Brazil**CSP-5.1. Billing and Payment Currency***Section Effective Date: 23-Jul-2007*

Charges are quoted and contracted in US Dollars. AT&T will invoice all applicable charges in Brazilian currency. The initial and the monthly charges originally expressed in United States currency will be converted, on the date the Pricing Schedule or Attachment is entered into for Brazilian sites, into Brazilian currency, using the exchange rate issued by the BANCO CENTRAL DO BRASIL on such date.

In addition to the terms in the Agreement regarding price adjustments, the prices in Brazilian currency shall be adjusted every twelve (12) months according to the variation of the General Index of Market Price issued by the Getúlio Vargas Foundation (IGP-M/Fundação Getúlio Vargas), or by another index defined by the Brazilian government. In the event that during the effective term of the applicable Pricing Schedule or Attachment, it becomes possible to adjust the prices at intervals shorter than herein set forth, the parties in Brazil shall negotiate the adoption of a shorter interval as allowed by the local legislation.

The creation of new taxes, or a change in the taxes applicable to the services covered by this Agreement, or an operation covered by it, shall result in an immediate adjustment of the price to reflect such new taxes.

CSP-5.2. Service Level Agreements – NNI Connections*Section Effective Date: 10-Oct-2013*

When a Customer site is connected to the Service via NNI access in Brazil, via either Telmex/ AT&T LA (a.k.a. Embratel) or América Móvil (AMX), the performance objective for MPLS Port-to-MPLS Port Latency, Managed Router MPLS Site-to-MPLS Site and Managed CSU Probe MPLS Site-to-MPLS Site Latency SLAs shall be the objective shown when accessing the SLA Target Lookup for the latency at the AT&T BusinessDirect® web portal at <https://www.businessdirect.att.com/portal/index.jsp> plus an additional 60 milliseconds. When submitting a claim for sites connected to the Service via NNI access in Brazil, customer should reference “Brazil – NNI” in the special handling instructions section.

CSP-5.3. Network-to-Network Interconnection – America Movil – Brazil*Section Effective Date: 21-Aug-2015*

Service through América Móvil (AMX) from or to Brazil is provided by an L3/MPLS Network to Network Interconnection. Service provided in Brazil on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH)

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having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered.

Due to possible issues with latency, provisioning ports across NNIs, mixing sites between Telmex/AT&T LA NNI and the AMX NNI in Brazil are not recommended.

Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-6. Canada

CSP-6.1. Billing – Web-Based Invoicing

Section Effective Date: 18-Jul-2013

Customer agrees that AT&T may deliver invoices to Customer by means of AT&T Web-Based Billing. AT&T enables Customer to access AT&T Web-Based Billing by using a User ID and password. Customer must provide AT&T with the name, telephone number, email and mail addresses of Customer's designated billing contact for this purpose. AT&T will notify Customer's designated billing contact by email when an invoice is made available on the AT&T Web-Based Billing facility. Customer agrees to check the AT&T Web-Based Billing facility at least monthly for invoices regardless if Customer has received AT&T email notification of invoice availability. Customer agrees that Customer will be deemed to have received each invoice as of the date the invoice is made first available by AT&T and that Customer's failure to access any invoice shall not relieve, waive or delay Customer's obligation to remit payment to AT&T. Customer must provide AT&T with 45 days' prior written notice of any change affecting Customer's designated billing contact including changes in contact name, telephone number, email and mail addresses, by email at agnscanada@att.com or fax (905-762-7410).

CSP-7. Caribbean and Central American Countries

CSP-7.1. Countries Included – BTLatam (a.k.a. GBNet)

Section Effective Date: 01-Mar-2015

Caribbean and Central American Countries with BTLatam include: Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, British Virgin Islands, Cayman Islands, Costa Rica, Curacao (Netherlands Antilles), Dominica, Dominican Republic, El Salvador, Grenada, Guadeloupe, Guatemala, Haiti, Honduras, Jamaica, Martinique, Montserrat, Nicaragua, Panama, St. Kitts and Nevis, St. Lucia, St. Martin (St. Maarten), St. Vincent and the Grenadines, Suriname, Trinidad and Tobago, and Turks and Caicos.

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As of March 1, 2015, new service and MACDs to existing service to Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama is available on an Individual Case Basis (ICB).

CSP-7.2. Network to Network Interconnection – BTLatam (a.k.a. GBNet)

Section Effective Date: 01-Mar-2015

Customer access to Service from Customer Sites in Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, British Virgin Islands, Cayman Islands, Costa Rica, Curacao (Netherlands Antilles), Dominica, Dominican Republic, El Salvador, Grenada, Guadeloupe, Guatemala, Haiti, Honduras, Jamaica, Martinique, Montserrat, Nicaragua, Panama, St. Kitts and Nevis, St. Lucia, St. Martin (St. Maarten), St. Vincent and the Grenadines, Suriname, Trinidad and Tobago, Turks and Caicos is via NNI to the AT&T Network in US.

As of March 1, 2015, new service to Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama is available on an Individual Case Basis (ICB).

CSP-7.3. Charges and Payment – BTLatam

Section Effective Date: 22-Oct-2015

Local billing is only supported in El Salvador and Guatemala. For the remaining countries, unless Customer elects to be invoiced in a SEI Country, the AT&T affiliate in Panama shall invoice Customer's Legal Entity in Panama in the currency listed in the Schedule of Charges for the country in which the Site is located.

CSP-7.4. Countries Included — America Movil – El Salvador, Guatemala, Honduras, and Nicaragua

Section Effective Date: 01-Mar-2015

Central American Countries with América Móvil (AMX) include: El Salvador, Guatemala, Honduras, and Nicaragua. The NNI are located in the US.

As of March 1, 2015, new service and MACDs to existing service to El Salvador, Guatemala, Honduras, and Nicaragua is available on an Individual Case Basis (ICB).

CSP-7.5. Network-to-Network Interconnection — America Movil – El Salvador, Guatemala, Honduras and Nicaragua

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to the AMX countries is provided by an L3/MPLS Network to Network Interconnection. Service provided in the AMX countries on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level

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Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of March 1, 2015, new service and MACDs to existing service to El Salvador, Guatemala, Honduras, and Nicaragua is available on an Individual Case Basis (ICB).

CSP-7.6. Billing – America Movil – Honduras and Nicaragua

Section Effective Date: 22-Oct-2015

Unless Customer elects to be invoiced in a SEI Country, the AT&T affiliate in Guatemala shall invoice Customer's Legal Entity in Guatemala in the currency listed in the Schedule of Charges for the country in which the Site is located.

CSP-7.7. Billing – UFINet – Costa Rica, Honduras, and Nicaragua

Section Effective Date: 22-Oct-2015

Unless Customer elects to be invoiced in a SEI Country, the AT&T affiliate in Panama shall invoice Customer's Legal Entity in Panama in the currency listed in the Schedule of Charges for the country in which the Site is located.

CSP-7.8. CPE – UFINet – Honduras and Nicaragua

Section Effective Date: 01-Mar-2015

For AT&T VPN Managed in Honduras and Nicaragua, the customer must own, stage, install and maintain the router. AT&T will download configuration and ping the router. If a router related ticket is opened, AT&T will notify the Customer that the router requires maintenance. Once fixed, AT&T will test and close the ticket. There are no Site Availability SLAs on these sites. Standard AT&T VPN Managed reports will be available.

CSP-8. Chile

CSP-8.1. Billing and Payment Currency

Section Effective Date: 23-Jul-2007

AT&T will invoice all applicable charges in local currency. The charges, which are quoted and contracted in US Dollars, will be converted to local currency using the exchange rate issued by the Banco Central de Chile on the invoice date.

CSP-8.2. Network-to-Network Interconnection – America Movil – Chile

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to Chile is provided by an L3/MPLS Network to Network Interconnection. Service provided in Chile on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is

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subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by America Movil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-8.3. Billing — BusinessMail Web-based Invoicing – Chile

Section Effective Date: 16-Dec-2014

Customer agrees that AT&T may deliver invoices to Customer by means of BusinessMail Web-Based Billing. AT&T enables Customer to access BusinessMail Web-Based Billing by using a User ID and password. Customer must provide AT&T with the name, telephone number, e-mail address, Tax ID (for Chile also includes GIRO/type of business, Comuna/town, and postal code) of Customer's designated billing contact for this purpose. AT&T will notify Customer's designated billing contact by e-mail when an invoice is made available on BusinessMail. Customer agrees to check BusinessMail at least monthly for invoices regardless if Customer has received e-mail notification of invoice availability. Customer agrees that Customer will be deemed to have received each invoice as of the date the invoice is made first available by AT&T and that Customer's failure to access any invoice shall not relieve, waive or delay Customer's obligation to remit payment to AT&T. Customer must provide AT&T with 45 days' prior written notice of any change affecting Customer's designated billing contact including changes in contact name, telephone number, e-mail address, by e-mail at calainquiry@rdsml.ims.att.com or by contacting AT&T Customer Care via telephone at 1230-020-5500.

CSP-9. China

CSP-9.1. General

Section Effective Date: 14-Mar-2013

AT&T shall arrange for Service on Customer's behalf in China through three authorized local service providers – Shanghai Symphony Telecommunications Co. Ltd (“Unisiti”), China Telecommunications Corporation (“CT”), and China Unicom (“CU”).

AT&T is the Customer's single point-of-contact for Service provisioned in China. AT&T coordinates with Unisiti, CT, and CU as required for service delivery.

Consolidated Statement Service is not available for services in China.

CSP-9.1.1. Shanghai Symphony Telecommunications

Section Effective Date: 07-Oct-2009

Service deployment by Unisiti will not commence until Customer's China-based legal entity executes a separate local service agreement with Unisiti, which may contain minimum payment period or retention terms applicable to Service provided by Unisiti to Customer in China.

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AT&T will coordinate with Unisiti for delivery of services to Customer in China. Unisiti will invoice Customer's legal entity directly for Service in China in the applicable local currency.

To terminate a Site provided by Unisiti, Customer shall submit an appropriate order to AT&T and also submit a letter of termination directly to Unisiti to terminate the Site (subject to applicable termination charges).

CSP-9.1.2. China Telecommunications Corporation

Section Effective Date: 10-Oct-2013

Service through CT from or to China is provided by an NNI. Service requires Customer's China-based legal entity to execute a Notification and Acknowledgment document with CT before the deployment of Service.

CSP-9.1.2.1. Network-to-Network Interconnection

Section Effective Date: 10-Oct-2013

Network-to-Network Interconnection is provided using either (a) Layer 3/MPLS VPN (Inter AS) network transport or (b) Layer 2/Ethernet (Gateway Interconnect) network transport.

- **Layer 3/MPLS NNI:** Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by CT on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites in China. CT imposes a limit of 100 route prefixes per Site using the CT MPLS network, and a limit of 2,000 route prefixes per Customer VPN. CT reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service in China (using the CT MPLS network) if the failure is due to a suspension or termination of Service by CT when the route prefix limitations are exceeded.
- **Layer 2/Ethernet Gateway NNI:** Service provided on a Layer 2/Ethernet Gateway NNI is not subject to a VPN route prefix limitation.

CSP-9.1.2.2. Invoicing

Section Effective Date: 10-Oct-2013

Invoicing for Service provided by CT shall be by AT&T's affiliate in Hong Kong. AT&T Hong Kong will invoice Customer's Hong Kong entity in USD. Schedule of Charges rates shown in China local currency shall be converted to USD at time of monthly invoice.

CSP-9.1.3. China Unicom (CU)

Section Effective Date: 10-Oct-2013

Service through CU from or to China is provided by an NNI.

CSP-9.1.3.1. Network-to-Network Interconnection

Section Effective Date: 10-Oct-2013

Network-to-Network Interconnection is provided using either (a) Layer 3/MPLS VPN (Inter AS) network transport or (b) Layer 2/Ethernet (Gateway Interconnect) network transport.

Layer 3/MPLS NNI:

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- Service provided on the Layer3 NNI is subject to limitations imposed by CU on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites in China. CU imposes a limit of 5,000 route prefixes per Customer VPN. CU reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service in China (using the CU MPLS network) if the failure is due to a suspension or termination of Service by CU when the route prefix limitations are exceeded.
- Layer 2/Ethernet Gateway NNI: Service provided on a Layer 2/Ethernet Gateway NNI is not subject to a VPN route prefix limitation.

CSP-9.1.3.2. Invoicing

Section Effective Date: 10-Oct-2013

Invoicing for Service provided by CU shall be by AT&T's affiliate in Hong Kong. AT&T Hong Kong will invoice Customer's Hong Kong entity in USD. Schedule of Charges rates shown in China local currency shall be converted to USD at time of monthly invoice.

CSP-10. Colombia

Section Effective Date: 28-Jan-2015

The service, network characteristics and all technical, economic and legal conditions have been negotiated and mutually agreed and, thus, are the result of a particular and direct agreement between the parties. Therefore, the parties stipulate that the terms specified in CRC Resolutions, including but not limited to, Consumer Protection (Resolution CRC 3066, 2011), Quality of Service, (Resolution CRC 3067, 2011) and other related regulations that can instead be mutually agreed, will not apply to this contractual relationship.

CSP-10.1. Charges

Section Effective Date: 23-Jul-2007

Unless otherwise mandated by Colombian law, invoices for all applicable charges shall be rendered in US Dollars, and payment shall be made in US Dollars. If any law, rule or regulation of a competent Colombian authority requires that payment for services rendered in Colombia must be made in Colombian Pesos, payment shall be made in the equivalent amount in Colombian Pesos based on the official exchange rate or "Tasa Representativa del Mercado" ("T.R.M."), set on the day immediately prior to the date the payment is made.

CSP-10.2. Network-to-Network Interconnection – America Movil – Colombia

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to Colombia is provided by an L3/MPLS Network to Network Interconnection. Service provided in Colombia on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated

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with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-11. Ecuador

Section Effective Date: 10-Oct-2013

AT&T VPN Managed is provided ICB in Ecuador via the América Móvil (AMX) NNI (see CPE section below). In Ecuador, Customer orders for AT&T VPN Managed are subject to individual approval and confirmation by AT&T.

CSP-11.1. Network-to-Network Interconnection – America Movil – Ecuador

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to Ecuador is provided by an L3/MPLS Network to Network Interconnection. Service provided in Ecuador on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by America Movil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-11.2. Billing — BusinessMail Web-based Invoicing – Ecuador

Section Effective Date: 16-Dec-2014

Customer agrees that AT&T may deliver invoices to Customer by means of BusinessMail Web-Based Billing. AT&T enables Customer to access BusinessMail Web-Based Billing by using a User ID and password. Customer must provide AT&T with the name, telephone number, email and mail addresses of Customer's designated billing contact for this purpose. AT&T will notify Customer's designated billing contact by e-mail when an invoice is made available on BusinessMail. Customer agrees to check BusinessMail at least monthly for invoices regardless if Customer has received e-mail notification of invoice availability. Customer agrees that Customer will be deemed to have received each invoice as of the date the invoice is made first available by AT&T and that Customer's failure to access any invoice shall not relieve, waive or

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delay Customer's obligation to remit payment to AT&T. Customer must provide AT&T with 45 days' prior written notice of any change affecting Customer's designated billing contact including changes in contact name, telephone number, e-mail and mail addresses, by e-mail at calainquiry@rdsmail.ims.att.com or via telephone at (02) 3815 114.

CSP-12. France

CSP-12.1. Ethernet Access

Section Effective Date: 14-Mar-2013

Certain Ethernet access suppliers used for Sites in France employ ATM protocol facilities that add ATM-related overhead, which may reduce traffic throughput on the Ethernet access connection. When such connections are used, actual bandwidth throughput may be less than the bandwidth of the MPLS Port.

CSP-13. India

CSP-13.1. General

Section Effective Date: 10-Oct-2013

The Service in India is provided by AT&T Global Network Services India Ltd. ("AGNS India") or through Network-to-Network Interconnection with Bharti Airtel (Bharti).

When Service is provided in India, Customer's Indian-based legal entity must execute a separate local document with AGNS India (the "Customer Local Contract").

Consolidated Statement Service is not available.

CSP-13.2. Access Connection Service Activation Date

Section Effective Date: 01-Oct-2007

Upon activation of a Site, AGNS India will invoice Customer charges for Services provided in India.

CSP-13.3. Charges

Section Effective Date: 07-Jan-2010

AGNS India will invoice all applicable charges in INR.

CSP-13.4. Network-to-Network Interconnection – Bharti Airtel (Bharti)

Section Effective Date: 10-Oct-2013

Network-to-Network Interconnection is provided using either (a) Layer 3/MPLS VPN (Inter AS) network transport or (b) Layer 2/Ethernet (Gateway Interconnect) network transport.

- MPLS NNI: Service provided in India on the Bharti L3/MPLS NNI is subject to limitations imposed by Bharti on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites in India. Bharti imposes a limit of 12,000 route prefixes per Customer VPN. Bharti reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T

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is not responsible for failure to meet an applicable Service Level Agreement for Service in India (using the Bharti MPLS network) if the failure is due to a suspension or termination of Service by Bharti when the route prefix limitations are exceeded.

- Ethernet Gateway: Service provided on a Layer 2/Ethernet Gateway NNI is not subject to a VPN route prefix limitation.

CSP-14. Indonesia

CSP-14.1. General – Indonesia

Section Effective Date: 04-Feb-2012

For Services at Sites in Indonesia installed prior to June 1, 2011, AT&T Worldwide Telecommunications Services Singapore Pte Ltd. (“AT&T Singapore”) will invoice Customer’s Singapore entity for services provided by local service provider in Indonesia. Rates shown in United States Dollars shall be converted to Singapore dollars for invoicing (SGD).

CSP-14.2. Billing and Payment Currency – Indonesia

Section Effective Date: 01-Jul-2015

Effective July 1, 2015, pursuant to Bank Indonesia issued Regulation No. 17/3/PBI/2015 on the Mandatory Use of Rupiah within the Territory of the Republic of Indonesia, all transactions conducted in Indonesia will be quoted, priced and invoiced in Indonesia Rupiah (IDR).

Charges for local Customers with existing Services in Indonesia with AT&T on July 1, 2015 who are currently billed in US Dollars (USD) will be billed in Indonesian Rupiah after July 1, 2015. The conversion rate upon which these billings will be calculated will be the spot exchange rate for USD/IDR published by Bloomberg L.P. - New York Composite – 5:30 PM US Eastern time on June 30, 2015.

CSP-14.3. Managed Access Connection – Indonesia

Section Effective Date: 17-Oct-2014

Effective November 17, 2014, Subrate E-1 and DS3 access is no longer available.

Effective November 17, 2014, minimum port speed for new orders and MACDs is E-1.

CSP-15. Iraq

CSP-15.1. General – Iraq

Section Effective Date: 21-Aug-2015

Customer access to the Service is via Cross Border Ethernet layer 2 Access to the United Kingdom to the AT&T Network.

Local Billing in Iraq is not supported. Single End Invoicing (SEI) is required. The AT&T affiliate in France shall invoice Customer's Legal Entity in France.

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CSP-16. Ireland**CSP-16.1. MPLS DSL PORTS***Section Effective Date: 11-Dec-2009*

As of December 1, 2009, AT&T will no longer accept orders for MPLS DSL Ports for Customer Sites in Ireland.

CSP-17. Japan**CSP-17.1. Managed Access Connection – Japan***Section Effective Date: 06-Aug-2015*

Effective August 31, 2015, Sub-rate T1/E1 access is no longer available for new orders and MACDs.

Effective December 31, 2015, Sub-rate T1/E1 Access Components are no longer available.

CSP-18. Kuwait*Section Effective Date: 07-Apr-2010*

Service is available on condition Customer accepts SEI for Service in an Approved SEI Country.

CSP-19. Liechtenstein*Section Effective Date: 09-Sep-2015*

Local Billing in Liechtenstein is not supported. Single End Invoicing (SEI) is required. The AT&T affiliate in France shall invoice Customer's Legal Entity in France.

CSP-20. Malaysia**CSP-20.1. General***Section Effective Date: 01-Nov-2010*

For Service at Sites in Malaysia installed prior to November 1, 2010, AT&T Worldwide Telecommunications Services Singapore Pte Ltd. shall invoice Customer in Singapore for services provided in Malaysia. Rates shown in Malaysian Ringgit (MYR) shall be converted to Singapore dollars (SGD) for invoicing. Customer shall remit payment in SGD.

CSP-20.2. Notice of Termination*Section Effective Date: 13-Jan-2010*

Customer is required to provide sixty (60) days' notice to AT&T prior to disconnecting Ethernet Ports or Access.

CSP-21. Mexico*Section Effective Date: 10-Oct-2013*

The Service in Mexico is provided by AT&T Global Network Services ("AGNS Mexico") or through Network-to-Network Interconnection with América Móvil.

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CSP-21.1. Billing – BusinessMail Web-based Invoicing – Mexico*Section Effective Date: 15-Sep-2015*

Customer agrees that AT&T may deliver invoices to Customer by means of BusinessMail Web-Based Billing. AT&T enables Customer to access BusinessMail Web-Based Billing by using a User ID and password. Customer must provide AT&T with the name, telephone number, email and mail addresses of Customer's designated billing contact for this purpose. AT&T will notify Customer's designated billing contact by e-mail when an invoice is made available on BusinessMail. Customer agrees to check BusinessMail for invoices at least monthly regardless of whether Customer has received e-mail notification of invoice availability. Customer agrees that Customer will be deemed to have received each invoice as of the date the invoice is made first available by AT&T and that Customer's failure to access any invoice shall not relieve, waive or delay Customer's obligation to remit payment to AT&T. Customer must provide AT&T with 45 days' prior written notice of any change affecting Customer's designated billing contact including changes in contact name, telephone number, e-mail and mail addresses, by e-mail at calaingquiry@rdsmail.ims.att.com or via telephone at 1-800-710-2709.

CSP-21.2. Product and Services (IEPS) Tax Uplift*Section Effective Date: 10-Oct-2013*

The Service is subject to an excise tax in Mexico known as the Product and Services (IEPS) tax. The invoiced price for Service in Mexico shall be increased (the uplift) by the amount of IEPS tax in effect. As of January 1, 2010, the IEPS uplift shall be three percent (3%).

CSP-21.3. NxE1 Arrangements via Network-to-Network Interconnection*Section Effective Date: 10-Oct-2013*

For NxE1 (MLPPP) port speeds at sites connected using the MPLS-enabled NNI in Mexico, the NNI service provider reserves for network management control 64k of bandwidth of each E1 access line in the NxE1 arrangement. Therefore, in each E1 in an NxE1 arrangement, only 1984K of bandwidth is available for Customer use.

CSP-21.4. Network-to-Network Interconnection – America Móvil – Mexico*Section Effective Date: 21-Aug-2015*

Service through América Móvil (AMX) from or to Mexico is provided by an L3/MPLS Network to Network Interconnection. Service provided in Mexico on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

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As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-22. Morocco

CSP-22.1. Billing and Payment Currency – Morocco

Section Effective Date: 01-May-2014

AT&T will invoice all applicable charges in local currency. The charges, which are quoted and contracted in US Dollars, will be converted to local currency using the exchange rate issued by the Central Bank of Morocco (Bank Al-Maghrib) on the invoice date.

CSP-22.2. Morocco CPE

Section Effective Date: 22-Oct-2015

Service in Morocco is ICB for all Adds, Moves and Changes that require Customer Premise Equipment Hardware modifications. AT&T Owned CPE may be available as ICB. Customer may use Customer Owned CPE in the event that AT&T Owned CPE is unavailable.

CSP-23. Pakistan

CSP-23.1. Use Restriction

Section Effective Date: 26-Jun-2014

Service may not be used to support access to the Internet, voice, or video traffic originating or terminating in Pakistan. Service may not be used to perform or facilitate encryption of data.

CSP-23.2. Pakistan CPE

Section Effective Date: 27-Oct-2015

Service in Pakistan is ICB for all Adds, Moves and Changes that require Customer Premise Equipment Hardware modifications. AT&T Owned CPE may be available as ICB. Customer may use Customer Owned CPE in the event that AT&T Owned CPE is unavailable.

CSP-24. Paraguay

Section Effective Date: 10-Oct-2013

The Service in Paraguay is provided through a Network-to-Network Interconnection with América Móvil.

CSP-24.1. Network-to-Network Interconnection — America Movil – Paraguay

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to Paraguay is provided by an L3/MPLS Network to Network Interconnection. Service provided in Paraguay on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites.

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América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-24.2. Billing – America Movil – Paraguay

Section Effective Date: 10-Oct-2013

Unless Customer elects to be invoiced in a SEI Country, the AT&T affiliate in Argentina shall invoice Customer's Legal Entity in Argentina in the currency listed in the Schedule of Charges for the country in which the Site is located.

CSP-25. Peru

CSP-25.1. Billing and Payment Currency

Section Effective Date: 23-Jul-2007

AT&T will invoice all applicable charges in US Dollars, and Customer shall pay all charges in US Dollars. If any law, rule or regulation of a competent Peruvian authority requires that payment for services rendered in Peru must be made in Nuevo Soles, the invoice will include the equivalent amount in Nuevo Soles based on the official exchange rate of the Banco Central de la Reserva del Peru on the day immediately prior to the invoice date.

CSP-25.2. Network-to-Network Interconnection — America Movil – Peru

Section Effective Date: 21-Aug-2015

Service through América Móvil (AMX) from or to Peru is provided by an L3/MPLS Network to Network Interconnection. Service provided in Peru on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

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CSP-26. Philippines**CSP-26.1. General***Section Effective Date: 13-Apr-2012*

AT&T Worldwide Telecommunications Services Singapore Pte Ltd. ("AT&T Singapore") will invoice Customer's Singapore entity for services provided by local service provider in Philippines. Rates shown in United States Dollars shall be converted to Singapore dollars for invoicing (SGD).

CSP-27. Qatar*Section Effective Date: 13-Apr-2009*

Service is available only to Customers who are not Qatari Headquartered Customers. A Qatari Headquartered Customer is: (i) an institution of the Government of Qatar; (ii) a company whose ultimate parent company is registered in Qatar (but excluding Qatari joint ventures with foreign partners); or (iii) a natural person who is a citizen or national of Qatar and who contracts on behalf of a company they solely own, which is registered or incorporated in Qatar. Service is available on condition Customer accepts SEI for Service in an Approved SEI Country.

CSP-27.1. Use Restriction*Section Effective Date: 18-Jul-2013*

Service may not be used to support access to the Internet, voice, or video traffic originating or terminating in Qatar.

CSP-28. Russia**CSP-28.1. General – Russia***Section Effective Date: 26-Feb-2014*

Customer and AT&T must execute a Russia Service Addendum covering terms and pricing for Services invoiced in Russia, or in the case of a move, add, change, or delete, an Amendment to Russia Service Addendum, in either case before such Services are provided. In the case of disconnecting site(s) in Russia, Customer must provide a signed Russian Cancellation Letter.

CSP-28.2. Network-to-Network Interconnection – Russia*Section Effective Date: 26-Feb-2014*

Unless otherwise requested, Sites outside of the Moscow area will be connected using the NNI. Service provided in Russia on the NNI is subject to limitations imposed by the NNI supplier on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites in Russia (including Customer locations located in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan that use the NNI to access the Service in Russia). The NNI supplier imposes a limit of 5,000 route prefixes per Customer VPN. The NNI supplier reserves the right to suspend or terminate Service without prior notice if the route prefix limit imposed is exceeded.

Cross References

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[CSP-4. Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Ukraine and Uzbekistan via L3 NNI](#)

CSP-28.2.1. Network-to-Network Interconnection – Class of Service – Russia*Section Effective Date: 04-Feb-2012*

Class of Service 3 (CoS 3) feature for MPLS-enabled NNI connectivity is available on an individual case basis.

CSP-28.2.2. Network-to-Network Interconnections – Exceptions to SLAs – Russia*Section Effective Date: 04-Feb-2012*

AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service using the NNI or using the NNI to access the Service in Russia if the failure is due to a suspension or termination of Service by NNI supplier when the route prefix limitations are exceeded.

CSP-28.3. Billing – Russia*Section Effective Date: 04-Feb-2012*

The Russian Local Agreement shall describe the method AGNS Russia will use to invoice Customer for Service in Russia.

CSP-29. Saudi Arabia**CSP-29.1. General – Saudi Arabia***Section Effective Date: 21-Aug-2015*

Customer access to the Service is either via MPLS NNI from Customer Sites in Saudi Arabia to the AT&T Network or via Cross Border Ethernet layer 2 Access to the United Kingdom to the AT&T Network.

Local Billing in Saudi Arabia is not supported. Single End Invoicing (SEI) is required. The AT&T affiliate in France shall invoice Customer's Legal Entity in France.

CSP-29.2. Use Restriction*Section Effective Date: 18-Jul-2013*

Service may not be used to support access to the Internet, voice, or video traffic originating or terminating in Saudi Arabia.

CSP-30. Singapore**CSP-30.1. Termination***Section Effective Date: 23-Jul-2007*

MPLS Ports and access require one month's prior written notification before termination.

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CSP-30.2. MPLS DSL Ports*Section Effective Date: 11-Dec-2009*

As of December 1, 2009, AT&T will no longer accept orders for MPLS DSL Ports for Customer Sites in Singapore.

CSP-31. Spain**CSP-31.1. Customer Responsibilities***Section Effective Date: 23-Jul-2007*

The local access carrier will provide certain inside wire services, and any costs relating to inside wire services will be charged directly to Customer by, and must be paid by Customer to, the local access carrier.

CSP-32. Thailand**CSP-32.1. General – Thailand***Section Effective Date: 01-Mar-2012*

Service at Sites in Thailand installed prior to March 1, 2012, is provided by Communications Authority of Thailand (“CAT”) and customer appoints AT&T Worldwide Telecommunications Services Singapore Pte Ltd (“AT&T Singapore”) as its agent to order and pay CAT for the Service. Rates shown are in Baht but converted to SGD at time of invoice and at variable exchange rate described below. AT&T Singapore will bill Customer’s Singapore entity directly for the Service provided in Thailand. The monthly invoice will be converted to Singapore Dollar at the time of billing.

CSP-33. United Arab Emirates*Section Effective Date: 13-Apr-2009*

Service is available on condition Customer accepts SEI for Service in an Approved SEI Country.

CSP-33.1. Use Restriction*Section Effective Date: 18-Jul-2013*

Service may not be used to support access to the Internet, voice, or video traffic originating or terminating in the United Arab Emirates.

CSP-34. Uruguay*Section Effective Date: 10-Oct-2013*

The Service in Uruguay is provided through a Network-to-Network Interconnection with América Móvil.

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CSP-34.1. Network-to-Network Interconnection — America Movil – Uruguay*Section Effective Date: 21-Aug-2015*

Service through América Móvil (AMX) from or to Uruguay is provided by an L3/MPLS Network to Network Interconnection. Service provided in Uruguay on the AMX L3/MPLS NNI is subject to limitations imposed by AMX on the supported COS profiles: AT&T Multi Media High (MMH) having more than 50% COS1 have no corresponding matches to the AMX-supported COS profiles, and are therefore not to be offered. Service provided on a Layer 3/MPLS NNI is subject to limitations imposed by América Móvil on the number of VPN route prefixes associated with all Customer VPN Sites and the total route prefixes associated with Customer VPN Sites. América Móvil imposes a limit of 100 route prefixes per Site using the América Móvil MPLS network, and a limit of 12,000 route prefixes per Customer VPN. América Móvil reserves the right to suspend or terminate Service without prior notice if the limits imposed are exceeded. AT&T is not responsible for failure to meet an applicable Service Level Agreement for Service (using the América Móvil MPLS network) if the failure is due to a suspension or termination of Service by América Móvil when the route prefix limitations are exceeded.

As of July 31, 2015, new service and MACDs to existing service is available on an Individual Case Basis (ICB).

CSP-34.2. Billing – America Movil – Uruguay*Section Effective Date: 10-Oct-2013*

Unless Customer elects to be invoiced in a SEI Country, the AT&T affiliate in Argentina shall invoice Customer's Legal Entity in Argentina in the currency listed in the Schedule of Charges for the country in which the Site is located.

CSP-35. Venezuela**CSP-35.1. Billing and Payment Currency***Section Effective Date: 01-May-2008*

List rates for services are contained in the Schedule of Charges for Venezuela. Prices after any discount applicable to Customer's Service in Venezuela will be set forth in Customer's Pricing Schedule or Addendum in the local currency, presently known as Bolívares Fuertes ("Bs.F."). AT&T Global Network Services de Venezuela, LLC ("AT&T Venezuela") will invoice Customer for Service in Venezuela in Bs.F and Customer agrees to pay in Bs.F. In case of a government devaluation of the Venezuelan currency, the price expressed in Customer's contract in the local currency (now known as the Bs.F) will be adjusted proportionally to the devaluation and AT&T Venezuela may issue one or more invoices or debit notes in connection with any invoice then outstanding and unpaid.

CSP-36. Vietnam*Section Effective Date: 15-Feb-2008*

Services are provided by AT&T Global Network Services Co., Ltd. ("AGNS") in Vietnam in cooperation with the Viettel Corporation ("Viettel"). Access and international connectivity services are provided by Viettel. The local Customer Company Affiliate or representative must complete and sign a separate agreement with Viettel before the deployment of the Service can begin.

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CSP-36.1. Billing – Vietnam

Section Effective Date: 22-Apr-2015

Rates for Service are listed in the Schedule of Charges for Vietnam. In country, in-currency invoicing is not available for the Service in Vietnam. Customer appoints AT&T Worldwide Telecommunications Services Singapore Pte Ltd. (“AT&T Singapore”) as Customer’s agent to collect invoices from and pay the Local Service Provider, Viettel, in Vietnam on Customer’s behalf. Service charges shall be invoiced according to the prices set forth in the Price Schedule with AT&T and by AT&T Singapore to Customer’s affiliate in Singapore. The monthly invoice will be converted to Singapore Dollars (“SGD”) at the time of billing.

CSP-36.2. Order Cancellation

Section Effective Date: 07-Nov-2011

Customer shall give ninety (90) days prior written notice of termination of a Site if termination is requested prior to the expiration of the contract term with Viettel.

The Minimum Payment Period (“MPP”) for services provided by Viettel (which include the local access, port and CDR) is twelve (12) months. If the Customer terminates Service at a Site prior to the completion of a Minimum Payment Period, Customer shall pay Termination Charges for services equal to one-hundred percent (100%) of the monthly recurring charges for the months remaining in the MPP and additional Termination Charges equal to twenty percent (20%) of the monthly recurring charges for local access services for the months remaining in the contract term. If Customer terminates Service after the completion of the MPP, Customer shall be required to pay Termination Charges equal to twenty percent (20%) of the remaining monthly recurring charges for the remaining portion of the Pricing Schedule Term.

End of Service Guide

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