



## **AT&T Virtual Private Network (AT&T VPN) Service Customer Not Ready Policy**

Please understand it is AT&T's intent that all service components of your AT&T Virtual Private Network Service (AT&T VPN) will be available to you on or before your scheduled due date.

### **Scheduled Due Date**

After you place your order we will provide you with an estimated due date via an email confirmation. This date is a mutually agreed upon date that a new, moved or changed service component will be made available to you. Your billing will commence as of your scheduled due date, regardless of activation status of other sites within your network.

The scheduled due date (a.k.a. the service activation date) is the date AT&T deems the service is ready for your use at your 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 your site allowing you to commence LAN migration if applicable.

### **Customer Request to Extend Due Date**

AT&T understands business conditions may require you to request a change, or extension, of your Scheduled Due Date to a later date (Rescheduled Due Date). AT&T will work with you to accommodate your request beyond the Scheduled Due Date to no more than fifteen (15) days from the original scheduled due date. A due date change charge applies if said request to extend the due date is made within three days prior to the original established scheduled due date. You are 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 cause by you (including the customer or customer site not being ready), AT&T may begin billing for the service components subject to the delay, unless the you cancel the service and pay the applicable cancellation charges.

### **Customer Delay of a Due Date**

AT&T understands that there may be circumstances that you may not be ready to accept service on the established scheduled due date. If this should happen, please notify your order specialists as soon as possible to notify them that you are unable to accept service on your agreed upon due date. Customer requested / initiated delays in turn up of service may result in the billing of monthly recurring charges prior to the physical installation of the service or cancellation of your order and/or cancellation charges.

For AT&T VPN Managed sites, billing begins once AT&T completes test and turn-up and operational acceptance has occurred.

### **AT&T Delay of a Due Date**

If AT&T delays provisioning of your service order past the original due date, you are eligible for the On-Time Provisioning Service Level Agreement (SLA).