



AT&T Inside Wiring Service Guide

This Inside Wiring Service Guide provides a service description and associated terms and conditions for AT&T Inside Wiring Service.

1. AT&T Inside Wiring, Basic and Complex

AT&T "Basic Inside Wiring" consists of the provision and installation of twisted copper wire or optical fiber, and associated materials, from the network demarcation point to Customer's suite or other location, as further described in this Service Guide. Basic Inside Wiring is available when Customer orders certain new services from AT&T (as provided in Customer's applicable service agreement). Basic Inside Wiring is an optional, non-regulated service.

AT&T may in its discretion agree to undertake inside wiring exceeding the scope of Basic Inside Wiring ("Complex Inside Wiring"), upon Customer request. Complex Inside Wiring is not offered pursuant to this Service Guide.

2. AT&T Inside Wiring – Specifications

AT&T will provide wiring, materials, and installation, as determined by AT&T based upon Customer's order. AT&T may furnish used or refurbished materials that are functionally equivalent to new. AT&T and Customer will cooperate in good faith to determine the routing and configuration of AT&T Basic Inside Wiring.

AT&T Basic Inside Wiring includes the following:

- Optical fiber of up to 1000 feet, or up to the technical distance limitation of the associated service, to support services with an optical handoff.
- Twisted copper wire of up to 1000 feet, or up to the technical distance limitation of the associated service, to support services with an electrical handoff, and associated Ethernet cabling (as necessary).
- Service interface for the connection of Customer transition cables (patch cords and jumpers).

AT&T will perform the following, as necessary, as part of AT&T Basic Inside Wiring:

- Installation of a fire-rated plywood backboard sufficient for the AT&T installed network terminating equipment ("NTE") or Customer premises equipment ("CPE").
- Installation of an appropriate ground wire connection up to 25 feet in length for the purpose of providing a supplemental chassis ground.
- Provision of jumpers or patch cords to interconnect NTE and CPE.
- Installation of through-penetration fire stopping products.
- Riser cable pull of up to 5 floors.

3. AT&T Inside Wiring – Site Requirements and Customer Responsibilities

The work area(s) and Customer must comply in a timely manner with the requirements below with respect to the premises.

AT&T will determine compliance with these requirements, in its sole discretion.

- Working height where the technician accesses the cable pathway must be no more than 12 feet in any area.
- Walls must be open and free of insulation or other obstructions and must be easily fishable with a clear path.
- Any necessary conduits and inner ducts that are to be used must be installed, and must be free and clear, with pull strings, adequate pull boxes, and sufficient capacity for cabling installation as required.
- Installation must not require any special equipment or construction activity, including but not limited to scissor lifts, extension ladder, hammer drill, core drill, concrete saw, or jackhammer. AT&T employees will not use Customer provided equipment.
- Walls to be used for installation must support the NTE backboard and equipment weight, as necessary.
- Customer must provide copper cable (RJ-45 connectors) or duplex fiber connectorized cable (SC connectors) to connect the Customer's network equipment to the patch panel at the Customer's premises.

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- Customer must obtain all necessary permissions or approvals from the landlord or building owner for installation, including (as necessary) permission to use any existing wiring or to remove any equipment or accessories from such wiring.
- Customer must provide reasonable access to the premises during AT&T's normal business hours (unless AT&T agrees to other arrangements).
- Customer must provide a safe worksite for AT&T employees, including, but not limited to: (1) promptly notifying AT&T of any worksite hazards such as presence of asbestos or other hazardous substances; (2) removing worksite hazards, when the removal of such hazards is necessary to allow AT&T to safely install inside wiring; and (3) paying the cost of removing such hazards or taking other appropriate safety measures. AT&T reserves the right to refuse to perform work on any premises it deems unsafe.
- Customer must comply with all other preparation requirements reasonably deemed necessary by AT&T and provided in writing to Customer.
- Customer or landlord, as appropriate, assumes full ownership and responsibility for the inside wiring upon completion of installation.

4. AT&T Inside Wiring – Exclusions

AT&T Inside Wiring does not include the following:

- Removal or replacement of interlocking ceiling tiles.
- Removal of existing inside wiring.
- Signal repeaters/extenders or media convertors.

5. AT&T Inside Wiring – Warranty/Disclaimer/Indemnity

THE FOLLOWING LIMITED 90-DAY WARRANTY APPLIES TO BASIC INSIDE WIRING:

AT&T will install AT&T Inside Wiring in a workmanlike manner. If installation is not performed in a workmanlike manner, or if AT&T Inside Wiring does not adequately perform as required, and if Customer provides notice of such inadequacy within ninety (90) days after installation, AT&T will correct the inadequacy in a commercially reasonable manner at no additional charge. This limited warranty is Customer's sole remedy for AT&T Inside Wiring and for its installation or repair.

EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY ABOVE, AT&T INSIDE WIRING IS PROVIDED ON AN "AS IS" BASIS. IN ADDITION TO ANY OTHER DISCLAIMER OF REPRESENTATIONS AND WARRANTIES IN CUSTOMER'S AGREEMENT, AT&T MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, TO CUSTOMER OR ANY OTHER PARTY FOR ANY WORK OR MATERIALS CONSTITUTING OR ASSOCIATED WITH AT&T INSIDE WIRING AND, FURTHER, EXPRESSLY DISCLAIMS ANY RESPONSIBILITY TO MAINTAIN, UPDATE, REPAIR, REPLACE, OR REMOVE ANY INSTALLED AT&T INSIDE WIRING.

CUSTOMER SHALL INDEMNIFY AND HOLD AT&T HARMLESS FROM AND AGAINST ALL DAMAGES AND CLAIMS BY ANY OWNER, LANDLORD, BUILDING MANAGER, AND OTHER THIRD PARTIES IN CONNECTION WITH INSTALLATION, MAINTENANCE, REPAIR, OR PROVISION OF AT&T INSIDE WIRING, INCLUDING (TO THE EXTENT PERMITTED BY APPLICABLE LAW) THE NEGLIGENCE OF AT&T, ITS EMPLOYEES, AGENTS, REPRESENTATIVES OR CONTRACTORS IN PERFORMANCE PURSUANT TO THIS SERVICE GUIDE.

6. AT&T Inside Wiring – Pricing and Cancellation Charge

AT&T Basic Inside Wiring will be provided as described in this Service Guide at no additional charge.

If Customer cancels an order for the AT&T service associated with Basic Inside Wiring (other than as permitted because of default by AT&T relating to such AT&T service), or if AT&T cancels an order for such AT&T service prior to the installation of that service, Customer will reimburse AT&T for time, materials, and expenses incurred relating to the installation of Basic Inside Wiring up to and including the effective date of such cancellation, plus any third-party charges resulting from the cancellation.