

## Service Level Agreements

### SLA-1. General MIS SLA Terms

*Section Effective Date: 18-May-2013*

#### **Credit Request Process**

AT&T has established performance objectives for MIS Service (including, without limitation, the MPLS PNT feature). While AT&T cannot guarantee that these performance objectives always will be met, AT&T will provide credits to Customer when they are not met. For MIS Sites located outside the US, the SLAs set forth below only apply to orders placed after December 16, 2005. Unless otherwise agreed to by the parties, any SLAs set forth in Customer's Service Agreement, including prior versions of the Service Guide applicable to such Sites, will continue to apply to MIS Sites located outside the US that were ordered prior to December 16, 2005.

SLAs relating to network performance apply only to traffic traveling within the AT&T Network.

In order to receive a credit for a MIS SLA for a Customer Site located outside the United States, Customer must submit the credit request via the AT&T BusinessDirect portal by the end of the month following the month in which the provisioning was completed or the trouble was cleared.

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In order to receive a credit for an MIS SLA for a Customer Site located within the United States, Customer must submit the credit request by e-mail to the AT&T SLA Administration Center at [dispresolution@rdsml.ims.att.com](mailto:dispresolution@rdsml.ims.att.com) by the end of the month following the month in which AT&T completed the provisioning or the trouble was cleared.

Customer may not receive credits for more than one of the Latency SLA, Data Delivery SLA and the Site Availability/Time to Restore SLA if AT&T's failure to meet the SLAs is attributable to the same occurrence at the affected MIS Port(s).

Customer may receive:

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

#### Definitions

"Covered MIS Monthly Charges" means:

- the monthly charges for the affected Customer Port, and
- the monthly charges for Optional Features associated with the affected Customer Port.

"Regions" for purposes of the MIS SLAs means the countries listed in the MIS SLA Region and Country Table.

MIS SLA Region and Country Table	
Region	Countries*
United States (US)	US Mainland, AK, HI, PR, USVI
Western Europe	Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom
The rest of the EMEA countries	Bulgaria, Cyprus, Czech Republic, Estonia, Greece, Hungary, Israel, Latvia, Liechtenstein, Lithuania, Pakistan, Poland, Portugal, Romania, Russian Federation, Slovakia, Slovenia, South Africa, Turkey
Asia Pacific	Australia, Hong Kong, India, Japan, Korea Democratic Peoples Republic Of, Malaysia, New Zealand, Philippines, Singapore, Taiwan
Caribbean and Latin America	Argentina, Brazil, Chile, Colombia, Ecuador, Mexico, Netherlands Antilles, Peru, Venezuela
Canada	Canada
Notes:	

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MIS SLA Region and Country Table	
Region	Countries*
<p>* MIS may not currently be available in all countries listed.</p> <p>Measurements of performance within or between Regions are taken from a selection of AT&amp;T Network Backbone Nodes in the Region and do not necessarily cover all countries listed in a Region</p>	

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

MIS SLA Group and Country Table	
Group	Countries*
Group 1	Austria, Australia, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, New Zealand, Norway, Singapore, Spain, Sweden, Switzerland, United Kingdom, United States
Group 2	Cyprus, Czech Republic, Greece, Hungary, Israel, Korea/Democratic Peoples Republic, Mexico, Poland
Group 3	Argentina, Bulgaria, Brazil, Chile, Columbia, Estonia, Latvia, Lithuania, Netherlands Antilles, Philippines, Portugal, Romania, Russian Federation, Slovenia, Slovakia, South Africa, Taiwan, Venezuela
Group 4	India, Liechtenstein, Malaysia, Pakistan, Peru, Turkey
Group 5	Ecuador
<p>Notes:</p> <p>* MIS may not currently be available in all countries listed.</p>	

### SLA Exclusions

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

- the conduct of Customer or Users of MIS Service
- the failure or deficient performance of power, equipment, services or systems not provided by AT&T
- delay caused or requested by Customer
- service interruptions, deficiencies, degradations or delays due to access lines or CPE when provided by third parties (except as specifically provided in a particular SLA)
- service interruptions, deficiencies, degradations or delays during any period in which AT&T or its agents are not afforded access to the premises where access lines associated with MIS Service are terminated or AT&T CPE is located
- service interruptions, deficiencies, degradations or delays during any period when a Service Component is removed from service for maintenance, replacement, or rearrangement purposes or for the implementation of a Customer order

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- Customer's election to not release a Service Component for testing and/or repair and to continue using the Service Component
- Force Majeure Conditions
- service interruptions or delays in investigating and/or fixing a trouble affecting a non-US Service Component due to the hours of operation of the local access provider in the country for which Customer is reporting a trouble.
- service interruptions, deficiencies, degradations or delays during routine network maintenance. In the US, routine maintenance is scheduled between 12 am and 6 am - local time - Monday through Friday. For PNT only, routine maintenance is also scheduled on Saturday and Sunday between 12 am and 6 am – local time. Outside the US, all routine maintenance is scheduled Thursday through Sunday. The start and end times will vary by region. Customers are provided notification of the maintenance event 2 weeks in advance.

In addition, MIS SLAs do not apply (a) if Customer is entitled to other available credits, compensation or remedies under Customer's Service Agreement for the same service interruption, deficiency, degradation or delay, (b) for service interruptions, deficiencies, degradations or delays not reported by Customer to AT&T, (c) where Customer reports an SLA failure, but AT&T does not find any SLA failure, and (d) to MIS Sites that are not directly connected to the AT&T Network, such as MIS Sites connected in a cascaded fashion to a directly connected MIS Site.

### **Use of Alternate Service**

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. MIS On-Time Provisioning SLA**

*Section Effective Date: 25-Oct-2014*

The performance objective for the MIS On-Time Provisioning SLA for MIS Sites located within the US is for AT&T to complete installation of a Covered Access Arrangement at a Customer Site by the Due Date. The performance objective for the MIS On-Time Provisioning SLA for MIS Sites located outside the US is to complete installation of an MIS Service Component (as well as AT&T-provided access lines connected to such Service Component) by the applicable scheduled service activation date.

If AT&T does not meet this performance objective for a Covered Access Arrangement, Customer will be entitled to an MIS On-Time Provisioning SLA credit equal to one month's discounted monthly recurring charge for the MIS Service Component(s) that is not installed on time, after the installation is completed.

The MIS On-Time Provisioning SLA does not apply for MIS with Managed Router installations if the dedicated POTS line is not provided by the Customer,

The MIS On-Time Provisioning SLA does not apply to Service Components that are ordered on an expedited basis. AT&T provides the scheduled service activation date to Customer after a Service Component is ordered. The scheduled service activation date for a Service Component may change if Customer requests any change to a Service Component after ordering.

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## Covered Access Arrangements and Due Dates

The MIS On-Time Provisioning SLA applies to MIS Sites located in the US Mainland with respect to Covered Access Arrangements, as defined in the following table, and based on the availability dates provided by the local access provider, which may change at any time and without notice to Customer, in which case the SLA start date will be automatically reset to the latest date provided to AT&T by the local access provider. The On-Time Provisioning SLA does not apply with respect to any access arrangement ordered for, and/or associated with, any type of Customer collocation arrangement on AT&T's premises.

Covered Access Arrangement	Due Date
Access of any speed that is provisioned as part of a T1 Access Channel, including multiple T1 configurations	30 calendar days after the date when AT&T issued CCD to Customer
Access of any speed which is provisioned as part of a T3 Access Channel	42 calendar days after the date when AT&T issued CCD to Customer
Access of any speed which is provisioned as part of an OC-3 Access Channel	63 calendar days after the date when AT&T issued CCD to Customer

MIS Express (the following applies to MIS Express only):

- The performance objective for the MIS Express On-Time Provisioning SLA is defined as the Completion of the Customer Site Visit to AT&T Ready.
- The performance objective for MIS Express On-Time Provisioning SLA for MIS Express Sites located within the US 21 states (AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI, GA, FL, SC, NC, LA, MS, TN, AL, KY) is for AT&T to complete installation of a Covered Access Arrangement within 30 calendar days from the completion of the customer site visit for locations with AT&T fiber and an Emux in the building
- The performance objective for MIS Express On-Time Provisioning SLA for MIS Express Sites located within the US 21 states (AR, CA, IL, IN, KS, MI, MO, NV, OH, OK, TX, WI, GA, FL, SC, NC, LA, MS, TN, AL, KY) is for AT&T to complete installation of a Covered Access Arrangement within 60 calendar days from the completion of the customer site visit for locations with AT&T fiber without an Emux in the building
- If AT&T does not meet this performance objective for MIS Express, Customer will be entitled to an MIS Express On-Time Provisioning SLA credit equal to one month's discounted monthly recurring charge for the MIS Service Component(s) not installed on time, after the installation is completed.
- The MIS Express On-Time Provisioning SLA does not apply for the following:
  - MIS Express with Managed Router installations if the dedicated POTS line is not provided by the Customer
  - Service Components that are ordered on an expedited basis. AT&T provides the scheduled service activation date to Customer after a Service Component is ordered.

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The scheduled service activation date for a Service Component may change if Customer requests any change to a Service Component after ordering.

- Out of Region Orders (applicable only in 21 state region)
- Locations with AT&T fiber beyond 500 foot of the building.

#### Cross References

#### [SD-2.1. Customer Orders](#)

### SLA-3. MIS Site Availability / Time to Restore SLA

*Section Effective Date: 11-Aug-2012*

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

"Outage" means an occurrence within the AT&T Network and/or the AT&T-provided dedicated access (and in the case of MIS with Managed Router, the AT&T CPE) that is unrelated to the normal functioning of MIS and that results in the inability of Customer to transmit IP packets for more than one minute. Measurement of Time to Restore begins when a trouble ticket is opened by AT&T Customer Care and Customer releases the affected Service Component(s) to AT&T and ends when AT&T Customer Care makes its first attempt to notify Customer that the problem has been resolved and the Service Component(s) are restored and available for Customer to use. Time to Restore excludes Outage time that is outside of the standard operating hours of the local access provider used by AT&T for the affected MIS Port and any delay caused by Customer.

The MIS Site Availability/Time to Restore SLA does not apply for MIS with Managed Router installations if the dedicated POTS line is not provided by the Customer and if it is determined the outage is related to the Managed Router.

MIS Site Availability/Time to Restore SLA Credit Table – Single Link / Single Router						
Time to Restore		Country Group				
Equal to or Greater than:	to Less than:	Group 1 Single Link, Single Router	Group 2 Single Link, Single Router	Group 3 Single Link, Single Router	Group 4 Single Link, Single Router	Group 5 Single Link, Single Router
1 Minute	1 Hour	3.3%	3.3%	3.3%	3.3%	3.3%
1 Hour	2 Hours	3.3%	3.3%	3.3%	3.3%	3.3%
2 Hours	3 Hours	10.0%	3.3%	3.3%	3.3%	3.3%
3 Hours	4 Hours	10.0%	10.0%	3.3%	3.3%	3.3%

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<b>MIS Site Availability/Time to Restore SLA Credit Table – Single Link / Single Router</b>						
<b>Time to Restore</b>		<b>Country Group</b>				
4 Hours	5 Hours	25.0%	10.0%	10.0%	3.3%	3.3%
5 Hours	6 Hours	25.0%	10.0%	10.0%	3.3%	3.3%
6 Hours	7 Hours	25.0%	25.0%	10.0%	3.3%	3.3%
7 Hours	8 Hours	25.0%	25.0%	10.0%	10.0%	3.3%
8 Hours	9 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
9 Hours	10 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
10 Hours	11 Hours	50.0%	50.0%	25.0%	10.0%	3.3%
11 Hours	12 Hours	50.0%	50.0%	25.0%	25.0%	3.3%
12 Hours	13 Hours	50.0%	50.0%	50.0%	25.0%	3.3%
13 Hours	14 Hours	50.0%	50.0%	50.0%	25.0%	3.3%
14 Hours	15 Hours	50.0%	50.0%	50.0%	50.0%	3.3%
15 Hours	16 Hours	50.0%	50.0%	50.0%	50.0%	3.3%
16 Hours	17 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
17 Hours	18 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
18 Hours	19 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
19 Hours	20 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
20 Hours	21Hours	100.0%	100.0%	100.0%	50.0%	3.3%
21Hours	22 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
22 Hours	23 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
23 Hours	24 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
24 Hours	36 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
36 Hours	Over 36 Hours	100.0%	100.0%	100.0%	100.0%	10.0%

<b>MIS Site Availability/Time to Restore SLA Credit Table – Dual Link / Single Router</b>						
<b>Time to Restore</b>		<b>Country Group</b>				
Equal to or Greater than:	to Less than:	Group 1 Dual Link Single Router	Group 2 Dual Link Single Router	Group 3 Dual Link Single Router	Group 4 Dual Link Single Router	Group 5 Dual Link Single Router
1 Minute	1 Hour	3.3%	3.3%	3.3%	3.3%	3.3%
1 Hour	2 Hours	25.0%	3.3%	3.3%	3.3%	3.3%
2 Hours	3 Hours	25.0%	10.0%	3.3%	3.3%	3.3%

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MIS Site Availability/Time to Restore SLA Credit Table – Dual Link / Single Router						
Time to Restore		Country Group				
3 Hours	4 Hours	50.0%	10.0%	10.0%	3.3%	3.3%
4 Hours	5 Hours	50.0%	25.0%	10.0%	10.0%	3.3%
5 Hours	6 Hours	50.0%	25.0%	10.0%	10.0%	3.3%
6 Hours	7 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
7 Hours	8 Hours	50.0%	25.0%	25.0%	10.0%	3.3%
8 Hours	9 Hours	100.0%	50.0%	25.0%	25.0%	3.3%
9 Hours	10 Hours	100.0%	50.0%	25.0%	25.0%	3.3%
10 Hours	11 Hours	100.0%	50.0%	50.0%	25.0%	3.3%
11 Hours	12 Hours	100.0%	50.0%	50.0%	25.0%	3.3%
12 Hours	13 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
13 Hours	14 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
14 Hours	15 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
15 Hours	16 Hours	100.0%	50.0%	50.0%	50.0%	3.3%
16 Hours	17 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
17 Hours	18 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
18 Hours	19 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
19 Hours	20 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
20 Hours	21Hours	100.0%	100.0%	100.0%	100.0%	3.3%
21Hours	22 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
22 Hours	23 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
23 Hours	24 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
24 Hours	36 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
36 Hours	Over 36 Hours	100.0%	100.0%	100.0%	100.0%	10.0%

MIS Site Availability/Time to Restore SLA Credit Table – Dual Link / Dual Router						
Time to Restore		Country Group				
Equal to or Greater than:	to Less than:	Group 1 Dual Link Dual Router	Group 2 Dual Link Dual Router	Group 3 Dual Link Dual Router	Group 4 Dual Link Dual Router	Group 5 Dual Link Dual Router
1 Minute	1 Hour	3.3%	3.3%	3.3%	3.3%	3.3%
1 Hour	2 Hours	50.0%	25.0%	3.3%	3.3%	3.3%

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MIS Site Availability/Time to Restore SLA Credit Table – Dual Link / Dual Router						
Time to Restore		Country Group				
2 Hours	3 Hours	50.0%	25.0%	10.0%	3.3%	3.3%
3 Hours	4 Hours	50.0%	50.0%	10.0%	10.0%	3.3%
4 Hours	5 Hours	50.0%	50.0%	25.0%	10.0%	3.3%
5 Hours	6 Hours	50.0%	50.0%	25.0%	10.0%	3.3%
6 Hours	7 Hours	50.0%	50.0%	25.0%	25.0%	3.3%
7 Hours	8 Hours	50.0%	50.0%	25.0%	25.0%	3.3%
8 Hours	9 Hours	100.0%	100.0%	50.0%	25.0%	3.3%
9 Hours	10 Hours	100.0%	100.0%	50.0%	25.0%	3.3%
10 Hours	11 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
11 Hours	12 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
12 Hours	13 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
13 Hours	14 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
14 Hours	15 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
15 Hours	16 Hours	100.0%	100.0%	50.0%	50.0%	3.3%
16 Hours	17 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
17 Hours	18 Hours	100.0%	100.0%	100.0%	50.0%	3.3%
18 Hours	19 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
19 Hours	20 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
20 Hours	21Hours	100.0%	100.0%	100.0%	100.0%	3.3%
21Hours	22 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
22 Hours	23 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
23 Hours	24 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
24 Hours	36 Hours	100.0%	100.0%	100.0%	100.0%	3.3%
36 Hours	Over 36 Hours	100.0%	100.0%	100.0%	100.0%	10.0%

#### SLA-4. MIS Latency SLA

*Section Effective Date: 19-Aug-2011*

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

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If AT&T does not meet a performance objective in a given calendar month, Customer will be eligible for a MIS Latency SLA credit equal to 1/30th of Customer's total discounted MIS Monthly Charges for all MIS Ports in the affected Region(s) for that month.

"MIS Latency" is a monthly measure of the AT&T network-wide delay within the Region or between Regions, which is the average interval of time it takes during the applicable calendar month for test packets of data to travel between all selected pairs of AT&T Network Backbone Nodes in the Region(s). Specifically, the time it takes test packets to travel from one AT&T Network Backbone Node in a pair to another and back is measured for all selected pairs of AT&T Network Backbone Nodes in the Region(s) over the month. Latency for the month is the average of all of these measurements.

"AT&T Network Backbone Nodes" are the core routing nodes in the AT&T Network.

<b>MIS Latency Performance Objectives Table</b>	
<b>Within Region</b>	<b>Performance Objective</b>
United States (US)	37 ms
Europe	22 ms
EMEA except Western Europe	35 ms
Asia Pacific	80 ms
Canada	40 ms
Caribbean and Latin America	135 ms
<b>Between Regions</b>	
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
US to Caribbean and Latin America	110 ms
US to Canada	25 ms

## **SLA-5. MIS Data Delivery SLA**

*Section Effective Date: 15-Dec-2005*

The performance objectives for the MIS Data Delivery SLA are for the MIS Data Delivery percentages within and between Regions to be no less than those set forth in the MIS Data Delivery Performance Objectives Table. If AT&T does not meet this performance objective in a given calendar month, Customer will be eligible for a MIS Data Delivery SLA credit equal to 1/30th of Customer's total discounted Covered MIS Monthly Charges for all MIS Ports in the affected Region(s) for that month.

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The "MIS Data Delivery Percentage" for a Region or between Regions is the average Data Delivery percentage for that month for all selected pairs of AT&T IP Backbone Nodes in the Region(s) 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 Backbone Node for delivery to an egress router at the other specific AT&T Network Backbone Node in the selected pair.

"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 Backbone Node.

MIS Data Delivery Performance Objectives Table	
Within Region	Performance Objective
United States (US)	99.95%
Europe	99.90%
EMEA except Western Europe	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%
US to Caribbean and Latin America	99.90%
US to Canada	99.90%

## SLA-6. MIS Jitter SLA

*Section Effective Date: 19-Aug-2011*

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

If AT&T does not meet this performance objective, Customer will be eligible for a MIS Jitter SLA credit equal to 1/30th of Customer's total discounted Covered MIS Monthly Charges for all MIS Ports in the affected Region(s) for that month.

"MIS Jitter" is a monthly measure of the AT&T Network-wide IP packet delay variation within or between the applicable Region(s), 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 selected pairs of AT&T Network Backbone Nodes in the Region(s). Specifically, the difference in time it takes a selected pair of test packets in a data stream to travel from one AT&T Network Backbone Node in a pair to another is measured for all selected pairs of AT&T Network Backbone Nodes in the Region(s) 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

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to travel from one AT&T Network Backbone Node in the pair to another. MIS Jitter within or between Regions for the month is the average of all of these measurements in the Region(s).

<b>MIS Jitter Performance Objectives Table</b>	
<b>Within Region</b>	<b>Performance Objective</b>
United States (US)	1.0 ms
EMEA (excluding Western Europe)	1.2 ms
Europe	1.2 ms
Asia Pacific	1.2 ms
Canada	1.2 ms
Caribbean and Latin America	1.2 ms
<b>Between Regions</b>	
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
US to Caribbean and Latin America	1.2 ms
US to Canada	1.2 ms

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