

**QWEST CORPORATION ("QC" or "Qwest") SELF-HEALING NETWORK SERVICE
SERVICE LEVEL AGREEMENT ("SLA")**

(not applicable to services offered under the Qwest Wholesale and Enhanced Services Agreements)

Qwest offers this SLA in accordance with the applicable state tariffs, FCC 1 tariff, and Technical Publications 77332. If SHNS becomes deregulated at the state level in a particular state, this SLA will no longer be offered in accordance with the state tariffs in that state. If SHNS becomes deregulated at the federal level, this SLA will no longer be offered in accordance with FCC 1 tariff. In the event of a conflict between the terms of this document and the tariffs or Tech Pub, the terms of the tariffs and Tech Pub will control.

SLA Parameter	Description of Guarantee	Credit to Customer										
Service Availability (OC3 through OC192)	<p>"Service Availability" means when it is in a state where it is fully useable. A service is in the available state unless a transition to the unavailable state is observed without a subsequent transition to the available state.</p> <p>Transitions between the available and unavailable states are:</p> <ul style="list-style-type: none"> - Transition to the unavailable state occurs at the beginning of 10 consecutive Severely Errored Seconds. A Severely Errored Seconds or "SES" is a one second period containing $\geq 30\%$ errored blocks or at least one severely disturbed period. A severely disturbed period occurs when, over a period of time equivalent to 1 ms, all the contiguous blocks are affected by a high bit error density. - Transition to the available state occurs at the beginning of 10 consecutive seconds, none of which is a SES. - <p>Failure to switch to protected electronics and/or facilities within one second</p> <p><u>System Bandwidth</u></p> <table border="0"> <tr> <td><u>Capacity</u></td> <td><u>Objective</u></td> </tr> <tr> <td>OC3</td> <td>99.99%</td> </tr> <tr> <td>OC12</td> <td>99.99%</td> </tr> <tr> <td>OC48</td> <td>99.99%</td> </tr> <tr> <td>OC192</td> <td>99.99%</td> </tr> </table>	<u>Capacity</u>	<u>Objective</u>	OC3	99.99%	OC12	99.99%	OC48	99.99%	OC192	99.99%	<p>One month's billing credit</p> <p>Credit based on the total of all monthly rate element charges associated with that portion of the service that is inoperative.</p> <p>Credit will be limited to a maximum of one month for an interruption or series of interruptions within that month.</p> <p>(Resource: SHNS Technical Publication 77332, Section 5.3; FCC 1 Tariff 2.4.4.B.6)</p>
<u>Capacity</u>	<u>Objective</u>											
OC3	99.99%											
OC12	99.99%											
OC48	99.99%											
OC192	99.99%											
Customer Notification	<p>"Customer Notification" means the amount of time (measured in minutes) it takes Qwest to notify customer of service outage or service degradation.</p> <p>Upon receipt of a trouble report, Qwest will notify the customer within 20 minutes of a network problem.</p>	None										
Mean Time To Repair (MTTR)	<p>"MTTR" means the time it takes Qwest to restore service. It starts when customer notifies Qwest of the problem.</p> <p>Upon receipt of a trouble report, Qwest will commit to 30 minute restoral in the event of a service interruption with the following two exceptions</p> <ul style="list-style-type: none"> - Two hours maximum restoral time in the event that the working path or protection path fails as a result of an electronic component failure. - Eight hours maximum if the path failure is a result of a cable failure. 	<p>None</p> <p>(Resource: SHNS Technical Publication 77332, Section 6.2)</p>										
Provisioning/Installation	<p>"Provisioning / installation" means the number of calendar days, unless otherwise specified, in which Qwest agrees to install new services. Such period usually starts the day customer signs a service contract or upon Qwest's receipt and acceptance of a service order from customer.</p>	None										

REFERENCES:

SHNS Technical Publication:

<http://www.qwest.com/techpub/77332/77332.pdf>

FCC 1 Tariff, Section 2.4.4.B.6 (Credits for Service Interruptions)

