

**QWEST CORPORATION ("QC" or "Qwest") SYNCHRONOUS SERVICE TRANSPORT ("SST")
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 Publication 77346. If SST 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 SST 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 Second or "SES" is a one second period containing >= 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 an SES. <p><u>System Bandwidth</u></p> <table border="1"> <thead> <tr> <th>Capacity</th> <th>Objective</th> </tr> </thead> <tbody> <tr> <td>OC3</td> <td>99.83%</td> </tr> <tr> <td>OC12</td> <td>99.83%</td> </tr> <tr> <td>OC24</td> <td>99.83%</td> </tr> <tr> <td>OC48</td> <td>99.83%</td> </tr> <tr> <td>OC192</td> <td>99.83%</td> </tr> </tbody> </table>	Capacity	Objective	OC3	99.83%	OC12	99.83%	OC24	99.83%	OC48	99.83%	OC192	99.83%	<p>None</p> <p>Service Availability is a performance objective. There is no pay out for failure to comply.</p> <p>(Resource: SST Technical Publication 77346, Section 5.3)</p>		
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<p><u>With SHARP</u></p> <table border="1"> <thead> <tr> <th>Objective</th> </tr> </thead> <tbody> <tr> <td>99.99%</td> </tr> </tbody> </table>	Objective	99.99%	<p>None</p> <p>Service Availability is a performance objective. There is no pay out for failure to comply.</p> <p>(Resource: SHARP Technical Publication 77340, Section 4.3; FCC 1 Tariff, Section 7.14.1.B. 8.)</p>													
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<p><u>With Optical SHARP</u></p> <table border="1"> <thead> <tr> <th>Objective</th> </tr> </thead> <tbody> <tr> <td>99.99%</td> </tr> </tbody> </table> <p>No Qwest SST remote node on customer premises</p>	Objective	99.99%	<p>None</p> <p>When a customer has SST and Optical SHARP, diverse routing is provided. Service Availability is a performance objective. There is no pay out for failure to comply.</p> <p>(Resource: SHARP Technical Publication 77340, Section 4.3; FCC 1 Tariff, Section 7.14.1.B. 8.)</p>													
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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 the following service restoral times:</p> <ul style="list-style-type: none"> - Four hour maximum in the event of a service interruption due to an electronic component failure. - Eight hours maximum if the trouble is caused by a cable failure. 	<p>None</p>														
	<p><u>SST without SHARP</u></p> <p>Credits increase the longer the outage remains in effect, excludes self-healing on-net channel termination.</p>	Elapsed Time	Pay Out to the Customer (Based on system capacity bandwidth)													
			OC3	OC12	OC24 OC48 OC192											
		Circuit	\$500	\$1000	\$2000											

		Availability Between 99.43% and 98.98%			
		Circuit Availability between 98.88% and 97.78%	\$700	\$1400	\$2800
		Circuit Availability between 97.77% and 96.67%	\$800	\$1600	\$3200
		Circuit Availability less than 96.67%	\$1000	\$2000	\$4000
		(Resource: FCC 1 Tariff, Section 7.1.2.G.6.e)			
	<u>SST with SHARP</u> When the customer experiences a service interruption and the system fails to switch to the protected electronics and/or facilities within one second.	One month's billing credit of the protected service (total of all monthly rate element charges associated with that portion of the service that is inoperative). Credit will be limited to a maximum of one month for an interruption or series of interruptions within that month. (Resource: FCC 1 Tariff, Section 7.1.2.G.2.b)			
	<u>SST with Optical SHARP</u>	None Optical SHARP is only available to customers who order SST without a remote node at the customer premise. If the system fails to switch to the protected electronics and/or facilities within one second, a service credit will not be applicable since the Company will maintain equipment at the premise that is only necessary for delivery of optical handoffs and is not capable of facilitating a switch over to the protect path. (Resource: FCC 1 Tariff, Section 7.1.2.G.2.b)			
Provisioning/Installation	"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.	None			

REFERENCES:

SST Technical Publication:

<http://www.qwest.com/techpub/77346/77346.pdf>

SHARP Technical Publication:

<http://www.qwest.com/techpub/77340/77340.pdf>

FCC 1 Tariff, Section 7.14 (SST and SHARP optional feature)

http://tariffs.qwest.com:8000/idc/groups/public/documents/tariff/fcc1_s007p501.pdf#Page=4&PageMode=bookmarks

FCC 1 Tariff, Section 7.1.2.G (Credit for Service Interruptions and Service Guarantee – Repair Credit)

http://tariffs.qwest.com:8000/idc/groups/public/documents/tariff/fcc1_s007p081.pdf#Page=1&PageMode=bookmarks