

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
DSS (continued)	Add/Change Trunks on existing facilities	1 to 8 Trunks	48 hours	Five (5) Business Days	4 hours
		9 to 16 Trunks	48 hours	Six (6) Business Days	4 hours
		17 to 24 Trunks	48 hours	Seven (7) Business Days	4 hours
		25 to 32 Trunks	48 hours	Eight (8) Business Days	4 hours
		33 to 40 Trunks	48 hours	Nine (9) Business Days	4 hours
		Each Additional 8 Trunks	48 hours	One (1) Business Day for each	4 hours
	Design Changes to T1 and Trunks		48 hours	Eight (8) Business Days	4 hours
	Disconnect trunk(s)		48 hours	Three (3) Business Days	4 hours
	Disconnect facility(ies)		48 hours	Five (5) Business Days	4 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
PBX Designed and/or DID – Analog Trunks	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	New Install, Conversion As Specified, Changes (ex. PIC/LPIC or feature changes, etc.), and Suspend/Restore*				
		1 to 8 Trunks	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours
		9 to 16 Trunks	48 hours	Zone 1: Six (6) Business Days Zone 2 Seven (7) Business Days	4 hours
		17 to 24 Trunks	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours
		25 or more Trunks	192 hours	ICB	4 hours

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PBX Trunks Non-Designed		Any	See Resale POTS Business	See Resale POTS Business	See Resale POTS Business
Frame Relay³			120 hours	DS0/DS1/DS3 Interval plus Five (5) Business Days	4 hours
Asynchronous Transfer Mode (ATM)			48 hours	DS1/DS0 Interval plus Five (5) Business Days	4 hours
Qwest DSL™	New installs, speed changes and Host Changes		48 hours	Five (5) Business Days	24 hours
	Loop Conditioning		24 Hours	Fifteen (15) Business Days	N/A
Transparent LAN Service (TLS)			192 hours	ICB	4 hours

³ With regards to states or contracts where Qwest must resell these products, the above guidelines will apply.

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DSO Analog or VG Equivalent	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	See intervals for type of change requested	
	Analog or Voice Grade Equivalent	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours Zone 1 4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	4 hours Zone 1 4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours Zone 1 4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours Zone 1 4 hours Zone 2

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
DSO Digital	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	See intervals for type of change requested	
	New Installs	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours
		9 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours
		25 plus Circuits	48 hours	Zone 1: ICB Zone 2: ICB	4 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
DS1		1 to 8 Circuits	48 hours	Zone 1: Nine (9) Business Days Zone 2: Nine (9) Business Days	4 hours Zone 1 4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Nine (9) Business Days Zone 2: Nine (9) Business Days	4 hours Zone 1 4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Nine (9) Business Days Zone 2: Nine (9) Business Days	4 hours Zone 1 4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
DS3		1 to 3 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Nine (9) Business Days	4 hours Zone 1 4 hours Zone 2
		4 or more Circuits	192 hours	ICB	4 hours Zone 1 4 hours Zone 2
SHNS		1 or more Circuits	192 hours	ICB	4 hours
OC3 and Higher		1 or more Circuits	192 hours	ICB	4 hours
Metro Optical Ethernet (MOE)	New Installation No existing facilities		192 hours	ICB	4 hours
	New Installation With existing facilities		48 Hours	Twelve (12) Business days	4 hours
	Changes to existing service or Conversion As Specified as long as facilities exist		48 Hours	Ten (10) Business Days	4 hours
	Conversion As Is		48 Hours	Five (5) Business Days	4 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Foreign Exchange/Remote CO	Any		Same as DSO Analog or Voice Grade	Same as DSO Analog or Voice Grade	Same as DSO Analog or Voice Grade
CO-ACD	Common Block Configuration Required				
	Establish New Centrex Common Block		192 Hours	Seventeen (17) Business Days	24 hours OOS 48 hours AS
	Installation of the ACD Agent and Supervisory Positions	1-19 lines 20 or more lines	192 Hours	Seventeen (17) Business Days ICB	24 hours OOS 48 hours AS
	Add New group	1-19 lines 20 or more Lines	192 Hours	Fourteen (14) – Seventeen (17) Business Days (7- 10 Complex Translations and 7 Service Order) ICB	24 hours OOS 48 hours AS
	Add Line Feature		24 Hours	Four (4) Business Days	24 hours OOS 48 hours AS
	Add numbers		72 Hours	Six (6) Business Days	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
CO-ACD (continued)	Common Block Configuration Required				
	Optional Features				
	Centrex DFI		72 hours	Twenty-Three (23) Business Days May be longer due to facility due date requirements. (7-10 Complex Translations and 13 Service Order)	24 hours OOS 48 hours AS
	Circuits		Vary by density/product See DS0 or VG Equivalent Installation Guidelines	ICB	

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Directory Listings

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Directory Listings	Changes – Simple (Non-complex) Listings - Simple Straight Line and/or Straight-Line Under (SLU) Listings		24 hours	Same business day if received by cut-off times. Please see note below.*	
	Changes – Complex Listings – Caption Listings	1-10 listings	Two (2) Business Days	Two (2) Business Days*	
		11-20 listings	Five (5) Business Days	Five (5) Business Days*	
		21-50 listings	Ten (10) Business Days	Ten (10) Business Days*	
		51-100 listings	Thirty (30) calendar days	Thirty (30) calendar days*	
		Over 100 listings	Sixty (60) calendar days	Sixty (60) calendar days*	

*Listing will post to Qwest Directory Assistance Two (2) Business Days following Installation Guideline. There is no interval distinction between orders that are submitted manually or electronically. The above standard intervals also assume that the orders that are submitted are error free.

*In order for the above intervals to apply, non-complex listings orders submitted by Reseller CLECs and UNE-P CLECs must be submitted by 12:00 PM Mountain Time. Non-complex listings submitted as Facility Based Directory Listings (FBDL) must be submitted by 3:00 PM Mountain Time. The terms Stand Alone Listing (SAL) and FBDL are synonymous. FBDL represent *Directory Listings for Facility Based CLECs* not ordering and provisioning other services from Qwest and ordering Directory Listings exclusively.

*All complex listings must also be submitted by 3:00 PM Mountain Time.

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Qwest Voice Messaging Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Voice Messaging Services	Add, change, or remove Qwest voice messaging services on compatible and available services not on 'Feature Exception List - 1 Day' or 'Feature Exception List - 2 Day'		24 hours	Three (3) Business Days Minnesota Only: Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List - 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List - 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS

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Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Customized Routing	LCC Development			Thirty (30) Business Days	
	LCCs Deployment In Qwest Switch			Thirty (30) Business Days	
	Multiple Line Class Codes or Requests Involving More Than 1 Qwest Switch			ICB	

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Service Interval Guide for Resale, UNE and Interconnection Services

Interconnection - Other Services - continued

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Caged Physical, Cageless Physical and Shared Caged Physical Collocation (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Application Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required in Colorado, Nebraska, Montana and New Mexico	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance Forty-Five (45) Calendar Days in Utah and Washington), One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, Nebraska, Montana and New Mexico	N/A

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Interconnection - Other Services - continued

<i>Product</i>	<i>Activity/Features</i>	<i>Services Ordered</i>	<i>FOC Guidelines</i>	<i>Installation Guidelines</i>	<i>Repair Guidelines</i>
Caged Physical, Cageless Physical, and Shared Caged Physical Collocation (Washington Only -Forecast Provided 60-90 Days Prior to Application)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A

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Interconnection - Other Services - continued

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Caged Physical, Cageless Physical, and Shared Caged Physical Collocation (No Forecast Provided)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	One-hundred and Twenty (120) Calendar Days from Receipt of Complete Application (Ninety (90) Calendar Days in North Dakota, Nebraska, Colorado, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning ⁴ required. Forty-Five (45) Calendar Days from Quote Acceptance in Utah). One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required except in Utah	

⁴ Special Conditioning (eg additional HVAC equipment or ductwork, additional or modified power distribution equipment (BDFB, additional AC Essential Power))

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
continued	Ready for Service: Late Quote Acceptance		N/A	One-hundred and Twenty (120) Calendar Days from Quote Acceptance (Ninety (90) Calendar Days in North Dakota, Nebraska, Colorado, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning required, Forty-Five (45) Calendar Days in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required except in Utah)	N/A

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Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Virtual Collocation (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Receipt of Complete Application Forty-Five (45) Calendar Days from Quote Acceptance in Washington, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A

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Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Virtual Collocation (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington) (Continued)	Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment, One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A
	Ready for Service: Late Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Quote Acceptance, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A
	Ready for Service: Late Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment, One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico and Nebraska	N/A

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Virtual Collocation (Washington Only-- Forecast Provided 60-90 Days Prior to Application)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered Prior to Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A

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Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Virtual Collocation (No Forecast Provided)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility	N/A
	Ready for Service: Timely Quote Acceptance / Equipment Delivered Prior to Day 53		N/A	One-hundred and Twenty (120) Calendar Days from Receipt of Complete Application (Ninety (90) Calendar Days in Colorado Nebraska, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning required, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	N/A
	Ready for Service: Timely Quote Acceptance / Equipment Delivered After Day 53		N/A	Seventy-five (75) Calendar Days from Receipt of CLEC Equipment (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	N/A

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Virtual Collocation (No Forecast Provided) (Continued)	Ready for Service: Late Quote Acceptance / Equipment Delivered Prior to Day 53		N/A	One-hundred and Twenty (120) Calendar Days from Quote Acceptance (Ninety (90) Calendar Days in Colorado Nebraska, Montana & New Mexico, Ninety (90) Calendar Days where space is available and no special conditioning required, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	
	Ready for Service: Late Quote Acceptance / Equipment Delivered After Day 53		N/A	Seventy-five (75) Calendar Days from Receipt of CLEC Equipment (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	

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ICDF Collocation (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (From Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Forty-Five (45) Calendar Days from Receipt of Complete Application (Forty-Five (45) Days from Quote Acceptance in Washington)	N/A
	Ready for Service: Late Quote Acceptance		N/A	Forty-Five (45) Calendar Days from Quote Acceptance	N/A
ICDF Collocation (Washington Only-- Forecast Provided 60-90 Days Prior to Application)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A

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ICDF Collocation (No Forecast Provided)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico (Ninety (90) Calendar Days if insufficient ICDF space in Montana))	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance (45 Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico (Ninety (90) Calendar Days if insufficient ICDF space in Montana))	N/A
Adjacent Collocation (Requiring New Structure)	Feasibility		N/A	ICB	N/A
	Quote		N/A	ICB	N/A
	Ready for Service		N/A	ICB	N/A

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Adjacent Collocation (Using Existing Qwest Premises)	Feasibility		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
	Quote		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
	Ready for Service		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
Common Area Splitter Collocation	Feasibility		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A
	Quote		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A
	Ready for Service		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Physical Remote Collocation	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Within Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington)	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance (Forty-Five (45) Calendar Days in Utah and Washington)	N/A

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