

EXHIBIT C SERVICE INTERVAL TABLES

1.0 Unbundled Loops, Line Sharing and Line Splitting Service Interval Table:¹

(a) Established Service Intervals 2/4 Wire Analog (Voice Grade):²

| | | |
|----|-------------|-------------------------|
| a) | 1-8 lines | Five (5) business days |
| b) | 9-16 lines | Six (6) business days |
| c) | 17-24 lines | Seven (7) business days |

d) 25 or more ICB

(b) Established Service Intervals for 2/4 Wire Non-Loaded Loops, and ADSL Compatible Loops that do not require conditioning:³

| | | |
|----|-------------|-------------------------|
| a) | 1-8 lines | Five (5) business days |
| b) | 9-16 lines | Six (6) business days |
| c) | 17-24 lines | Seven (7) business days |
| d) | 25 or more | ICB |

(c) Established Service Intervals for xDSL-I/ BRI ISDN Capable Loops that do not require conditioning:

| | | |
|----|-------------|-------------------------|
| a) | 1-8 lines | Five (5) business days |
| b) | 9-16 lines | Six (6) business days |
| c) | 17-24 lines | Seven (7) business days |
| d) | 25 or more | ICB ⁴ |

(d) Established Service Intervals for existing DS-1 Capable Loops, DS1 Capable Feeder Loop:

| | | |
|----|--------------|------------------------|
| a) | 1 – 24 lines | Nine (9) business days |
| b) | 25 or More | ICB |

(e) Established Service Intervals for existing DS3 Capable Loops:

| | | |
|----|-----------|-------------------------|
| a) | 1-3 lines | Seven (7) business days |
| b) | 4 or more | ICB |

(f) Established Service Intervals for Line Sharing and Line Splitting that do not require conditioning:

| | | |
|----|------------|--------------------------------------|
| a) | 1-24 lines | Three (3) business days |
| d) | 25 or More | Three (3) business days ⁵ |

(g) Conditioned Loops for 2/4 Wire Non-Loaded Loops, ADSL Compatible, Basic Rate ISDN Capable, xDSL-I Capable Loops, Line Sharing and Line Splitting:

| | | |
|----|-----------|----------------------------|
| a) | 1-8 lines | Fifteen (15) business days |
| b) | 9 or more | ICB |

¹ Changes to capitalization will not be footnoted in every instance.

² Removed due to inappropriate prior grouping.

³ Removed due to inappropriate prior grouping.

⁴ Changes to add clarity

⁵ Changed due to previous error.

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(h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Sharing, Line Splitting, and Shared Distribution Loop:

| |
|----------------------------|
| Twenty-four (24) hours OSS |
| Forty-eight (48) hours AS |

(i) Established Repair Intervals for 4-wire Analog Loops, 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, and ADSL Compatible Loops, xDSL-I Capable Loops, DS1 Capable Loops, DS3 Capable Loops, and Ocn Capable Loops:

| |
|----------------|
| Four (4) hours |
|----------------|

(j) Quick Loop

| | |
|---------------------|-------------------------|
| a) 1 to 24 Lines | Three (3) business days |
| b) 25 or more Lines | ICB |

Quick Loop with Number Portability

| | |
|---------------------|-------------------------|
| a) 1 to 8 Lines | Three (3) business days |
| b) 9 to 24 Lines | Four (4) business days |
| c) 25 or more Lines | ICB |
| | |

(k) OCn Loop

| | |
|-----------------|-----|
| 1 or more Lines | ICB |
|-----------------|-----|

(l) Shared Distribution Loop

| | |
|-----------------|------------------------|
| 1 or more Lines | Five (5) business days |
|-----------------|------------------------|

(M) Established Service Intervals for 2/4 wire Distribution and Non-loaded Distribution Loop⁶

| | |
|-----------------|--|
| 1 or more Lines | Two (2) business days or Appointment Scheduler |
| | |

2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:⁷

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---------------------------|------------------|--------------------------------|----------------------|
| UDIT, EUDIT, UCCRE | | | |
| DS0 | 1 to 8 | Zone 1: Five (5) business days | Four (4) hrs. Zone 1 |
| | | Zone 2: Six (6) business days | Four (4) hrs. Zone 2 |

⁶ Added for clarity.

⁷ Through out this document High Density has been changed to Zone 1 and Low Density has been changed to Zone 2 to align with the Performance Indicator Definitions (PID).

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| | | | |
|-----------------------|--------------------|--|--|
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Seven (7) business days | Four (4) hrs. Zone 1 Four (4) hrs. Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Four (4) hrs. Zone 1 Four (4) hrs. Zone 2 |
| | 25 or more | ICB | ICB |
| DS1 | 1 to 8 | Zone 1: Five (5) business days Zone 2: Eight (8) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Nine (9) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Ten (10) business days | Four (4) hrs Zone1 Four (4) hrs Zone 2 |
| | 25 or more | ICB | Four (4) hrs |
| | | | |
| DS3 | 1 to 3 Circuits | Zone 1: Seven (7) business days Zone 2: Nine (9) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 4 or more Circuits | ICB | Four (4) hrs |
| | | | |
| OC3 and Higher | 1 or more Circuits | ICB | Four (4) hrs |
| ⁸ | | | |

⁸ Removed for clarity: EUDIT and UDIT can be order on one order and follow the UDIT interval.

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3.0 Unbundled Local Switching Service Interval Table:

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|--|--|--|
| Unbundled Switching | | | |
| Unbundled Switching – Line Side Analog With Line Class Code (LCC) already supported in requested switch. | 1 to 8 | Zone 1: Five (5) business days Zone 2: Six (6) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Seven (7) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 25 or more | ICB | Twenty-four (24) hrs. |
| | Unbundled Switching – Line Side Analog – Existing – Vertical Feature(s) (Features change without inward line activity and not impacting the design of the circuit.) | 1 to 19 | Two (2) business days |
| | 20 to 39 | Four (4) business days | Twenty-four (24) hrs. OOS Forty-eight (48) hrs. AS |
| | 40 or more | ICB | Twenty-four (24) hrs. OOS Forty-eight (48) hrs. AS |
| Unbundled Switching –⁹New Line Class Code (LCC) ordered through customized routing | | ICB | Twenty-four (24) hrs. |
| Unbundled Switching – BRI-ISDN Line-side Port. With a QWEST standard configuration and Line Class Code (LCC) already supported in the requested switch | 1 to 4 Lines ¹⁰ | Zone 1: Seven (7) business days Zone 2: ICB | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 5 or more | ICB | Twenty-four (24) hrs. |

⁹ Removed for clarity.

¹⁰ Changed to be at parity with retail.

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| | | | |
|--|--------------------|--|--|
| Unbundled Switching – BRI-ISDN Line-side Port. With non-standard configuration and Line Class Code (LCC) already supported in the requested switch | 1 to 4 Lines | Zone 1: Seventeen (17) business days (includes 10 days for complex translations.) Zone 2: ICB | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 5 or more | ICB | Twenty-four (24) hrs. |
| 11 | | | |
| Unbundled Switching – DS1 Trunk Port | 1 to 8 Ports | Zone 1: Five (5) business days Zone 2: Six (6) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 9 to 16 Ports | Zone 1: Six (6) business days Zone 2: Seven (7) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 17 to 24 Ports | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 25 or more Ports | ICB | Twenty-four (24) hrs. |
| | | | |
| Unbundled Switching – Message Trunk Groups <ul style="list-style-type: none"> • Translation questionnaire required • Routing to trunks is ordered separately as Customized Routing • DS1 trunk port & UDIT in place. | Zone 1: 1 to 24 | Seven (7) business days | Twenty-four (24) hrs. |
| | 25 to 48 | Eight (8) business days | Twenty-four (24) hrs. |
| | 49 to 72 | Ten (10) business days | Twenty-four (24) hrs. |
| | 73 to 96 | Twelve (12) business days | Twenty-four (24) hrs. |
| | 97 to 120 | Fourteen (14) business days | Twenty-four (24) hrs. |
| | 121 to 144 | Fifteen (15) business days | Twenty-four (24) hrs. |
| | 145 to 168 | Sixteen (16) business days | Twenty-four (24) hrs. |
| | 169 to 240 | Eighteen (18) business days | Twenty-four (24) hrs. |
| | 241 or more | ICB | Twenty-four (24) hrs. |
| | Zone 2: 1 to 24 | Eighteen (18) business days | Twenty-four (24) hrs. |

11 Removed for clarity.

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| | | | |
|---|---|--|--|
| | 25 to 72 | Nineteen (19) business days | Twenty-four (24) hrs. |
| | 73 to 120 | Twenty (20) business days | Twenty-four (24) hrs. |
| | 121 or more | ICB | Twenty-four (24) hrs. |
| Unbundled Switching – Two Way and DID Equivalent Group (add/change/increase) DS1 trunk port in place | 1 to 8 Trunks | Zone 1: Five (5) business days Zone 2: Six (6) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 9 to 16 Trunks | Zone 1: Six (6) business days Zone 2: Seven (7) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 17 to 24 Trunks | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Twenty-four (24) hrs. Zone 1 Twenty-four (24) hrs. Zone 2 |
| | 25 or more Trunks | ICB | Twenty-four (24) hrs. |
| | | | |
| Unbundled Switching – PRI-ISDN Capable Trunk-Side DS1 Trunk port in place | 1 to 8 | Zone 1: Five (5) business days Zone 2: Six (6) business days | 4 hrs. Zone 1 4 hrs. Zone 2 |
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Seven (7) business days | 4 hrs. Zone 1 4 hrs. Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Four (4) hrs. Zone 1 Four (4) hrs. Zone 2 |
| | 25 or more | ICB | Four (4) hrs. |
| | | | |
| Unbundled Packet Switching | <ul style="list-style-type: none"> • Design changes – 8 Business days • Non-design changes – 5 Business days • Service changes – 5 Business days | New service request – 10 Business days | Twenty-four (24) hrs |

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4.0 Unbundled Dark Fiber Interval Table:

Installation Guidelines apply where facilities/network capacity is in place, on Qwest-owned, in region facilities. Where non-Qwest locations are involved, intervals are handled on an Individual Case Basis – (ICB).¹²

| Product | Activity/ Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|-------------------------------|-----------------------------|---------------------------|------------------------------------|------------------------------|
| Dark Fiber | | | | | |
| Initial Records Inquiry (IRI) (simple & complex) | | | N/A | Ten (10) business days | N/A |
| Field Verification And Quote Preparation (FVQP)¹³ | | | N/A | Twenty (20) business days | N/A |
| Provisioning (non- FVQP¹⁴ requests) | | | N/A | Twenty (20) business days | |

¹² Settlement of Impasse Issue E1 through E3 in Arizona Proceeding - for uniformity Qwest has agreed to add to all states.

¹³ Correction of typographical error.

¹⁴ Correction of typographical error.

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5.0 Unbundled Network Elements Platform (UNE-P) Service Interval Table:

For UNE-P POTS, Saturday due dates are available under the following circumstances:¹⁵

The Saturday Desired Due Date (DDD) must be at least the standard interval.

For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For UNE-P POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 (two) business days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|---|---|---|
| UNE-P POTS New Installs, Address Changes, or Change Requests adding new lines. ¹⁶ Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO" ¹⁸ | | Three (3) business days ¹⁷ | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | | | Forty-eight (48) |
| | | | |
| Addition, removal, or change of CO Features, PIC/LPIC change, number changes without inward line activity, or hunting changes without inward line activity ¹⁹ | | Three (3) Business Days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | | | |
| | | | |
| UNE-P POTS Suspend/Restore Deny/Restore ²⁰ | Customers with service placed on "vacation" | Next Business Day (includes Saturday) ²¹ | Twenty-four (24) hrs OOS 48 hrs AS |
| | | | |
| | | | |

¹⁵ Information is contained in SIG and is being added for clarity.

¹⁶ Added for clarity.

¹⁷ Parity with retail (retail changed).

¹⁸ Deletion for clarity due to the fact that there is not a difference between Residence and Business intervals.

¹⁹ Added for clarity.

²⁰ Added for clarity.

²¹ Added for clarity.

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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|--|----------------------------------|--|---|
| | Treatment for Non-payment issues | Same Business Day if request received before noon MT, otherwise next business day (includes Saturday) ²² | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P POTS New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is 3 (Three) Business Days. | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| ²³ | | | |
| UNE-P POTS Directory Listings Changes – • Simple (Non-complex) Listings - Simple Straight Line and/or Straight-Line Under (SLU) Listings ²⁴ | | Same business day ²⁵ | |
| ▪ | | | |
| Conversion as Specified Retail, Resale, or UNE-P POTS to UNE-P POTS ²⁶ | | Depends on changes requested. For instance, addition of another line would follow New Installs guidelines. ²⁷ | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| Conversions to UNE-P POTS- UNE-P POTS to UNE-P POTS ²⁸ - Conversion as Is | 1 to 39 Lines | Same Business Day if received before noon MT, or Next Business Day if received later than noon MT. ²⁹ | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |

²² Changed to be at parity with retail.

²³ Deletion for clarity due to the fact that there is not a difference between Residence and Business intervals.

²⁴ Change to align with retail commitment.

²⁵ Change to align with retail commitment.

²⁶ Added for clarity.

²⁷ Added for clarity.

²⁸ Added for clarity.

²⁹ Added for clarity.

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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|-------------------------|--|--|
| | | | |
| | | | |
| UNE-P Line Splitting – UNE-P POTS to UNE-P POTS with Line Splitting - Conversion As Specified | | 3 business days ³⁰ | 24 hrs OOS Forty-eight (48) hrs AS |
| | | | |
| | | | |
| | | | |
| UNE-P Line Splitting – POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified | | 3 BUSINESS DAYS ³¹ | |
| | | | |
| | | | |
| | | | |
| UNE-P PBX³² New Install, Conversion As Specified, Changes (ex. PIC/LPIC or feature changes, etc.), and Suspend/Restore | 1 to 8 Trunks | Zone 1: Five (5) Business Days Zone 2: Six (6) business days ³³ | Four (4) hrs |
| | 9 to 16 Trunks | Zone 1; Six (6) business days Zone 2: Seven (7) business days ³⁴ | Four (4) hrs |
| | 17 to 24 Trunks | Zone 1: Seven (7) business days ZONE 2: EIGHT (8) BUSINESS DAYS ³⁵ | Four (4) hrs |
| | 25 or more Trunks | ICB | Four (4) hrs |
| | | business days | |
| | | business days | |

³⁰ Change to align with retail commitment.
³¹ Change to align with retail commitment.
³² Changes to add clarity.
³³ Change to align with retail commitment.
³⁴ Change to align with retail commitment.
³⁵ Change to align with retail commitment.
³⁶ Removed for clarity (see above).

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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|--|-----------------------------------|--|----------------------------|
| | | business days | |
| UNE-P DSS T1 Facility Installation ³⁷ | 1 to 3 Facilities ³⁸ | Nine (9) business days | Four (4) hrs |
| | 4 to 6 Facilities ³⁹ | Twelve (12) business days ⁴⁰ | Four (4) hrs |
| | 7 to 9 Facilities ⁴¹ | Thirteen (13) business days ⁴² | Four (4) hrs ⁴³ |
| | 10 to 12 Facilities ⁴⁴ | Seventeen (17) business days ⁴⁵ | Four (4) hrs ⁴⁶ |

³⁷ Added for clarity.

³⁸ Added for clarity.

³⁹ Change to align with retail commitment.

⁴⁰ Change to align with retail commitment.

⁴¹ Change to align with retail commitment.

⁴² Change to align with retail commitment.

⁴³ Change to align with retail commitment.

⁴⁴ Change to align with retail commitment.

⁴⁵ Change to align with retail commitment.

⁴⁶ Change to align with retail commitment.

**EXHIBIT C
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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|--|---------------------------------|---|---------------------------|
| UNE-P DSS Trunk Installation when ordered with new T1 Facility (Note: The number of facilities ordered drives the due dates for both facilities and trunks. ⁴⁷) | 1 to 3 Facilities ⁴⁸ | Twelve (12) business days | Four (4) hrs |
| | 4 to 6 Facilities | Sixteen (16) business days | Four (4) hrs |
| | 7 to 9 Facilities | Twenty (20) business days | Four (4) hrs |
| | 10 to 12 Facilities | Twenty four (24) business days | Four (4) hrs |
| Conversions to UNE-P DSS-As Is | | Five (5) business Days ⁴⁹ | Four (4) hrs |
| | Conversion As Specified | See intervals for type of change requested | Four (4) hrs |
| UNE-P DSS-Add/Change Trunks on existing facilities⁵⁰ | 1 to 8 Trunks | Five (5) business Days ⁵¹ | Four (4) hrs |
| | 9 to 16 Trunks | Six (6) business days ⁵² | Four (4) hrs |
| | 17 to 24 Trunks | Seven (7) business days ⁵³ | Four (4) hrs |
| | Each Additional 8 Trunks | One (1) business Day for each ⁵⁴ | Four (4) hrs |
| UNE-P ISDN BRI New Installs, Address Changes, Change to add Loop (N2Q) | 1 to 10 Loops ⁵⁵ | Thirteen (13) business days | Twenty-four (24) hrs |
| | 11 or more Loops | ICB | Twenty-four (24) hrs |
| UNE-P ISDN BRI Add or Change Feature(s), Add Primary Directory Number (PDN) to established Loop (N2Q), Add Call Appearance | 1 to 10 Loops | Three (3) business days | Twenty-four (24) hrs |
| | 11 or more Loops | ICB | Twenty-four (24) hrs |
| Conversion to UNE-P ISDN BRI-Conversion As Is | 1 to 10 Loops | Three (3) business days | Twenty-four (24) hrs |
| | 11 or more Loops | ICB | Twenty-four (24) hrs |

⁴⁷ Added for clarity.
⁴⁸ Added for clarity.
⁴⁹ Change to align with retail commitment.
⁵⁰ Added for clarity.
⁵¹ Change to align with retail commitment.
⁵² Change to align with retail commitment.
⁵³ Change to align with retail commitment.
⁵⁴ Change to align with retail commitment.
⁵⁵ Changed for clarity through out this section.

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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|-----------------------------|--|---------------------------|
| Conversion to UNE-P ISDN BRI- Conversion As Specified | 1 to 10 Loops | Three (3) business days if a Loop is not involved (or) Thirteen (13) business days if a Loop is added or changed | Twenty-four (24) hrs |
| | 11 or more Loops | ICB | Twenty-four (24) hrs |
| UNE-P ISDN PRI 'New'- New Facility and Associated Trunks (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks. See table below.) ⁵⁶ | 1 to 3 | Nine (9) business days | Four (4) hrs |
| | 4 to 6 ⁵⁷ | Twelve (12) business days ⁶¹ | Four (4) hrs |
| | 7 to 9 ⁵⁸ | Thirteen (13) business ⁶² | |
| | 10 to 12 ⁵⁹ | Seventeen (17) business | |
| | Over 12 ⁶⁰ | Add 4 business days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.) ⁶³ | |
| | | | |
| UNE-P ISDN PRI 'New'- Trunks | 1 to 3 Trunks ⁶⁴ | Twelve (12) business days | Four (4) hrs |
| | 4 to 6 Trunks | Sixteen (16) business days | Four (4) hrs |
| | 7 to 9 Trunks | Twenty (20) business days | Four (4) hrs |
| | 10 to 12 Trunks | Twenty-four (24) business days | Four (4) hrs |
| | 13 or more Trunks | Facility due date plus 5 days ⁶⁵ | Four (4) hrs |

⁵⁶ Added for clarity.
⁵⁷ Change to align with retail commitment.
⁵⁸ Change to align with retail commitment.
⁵⁹ Change to align with retail commitment.
⁶⁰ Change to align with retail commitment.
⁶¹ Change to align with retail commitment.
⁶² Change to align with retail commitment.
⁶³ Change to align with retail commitment.
⁶⁴ Changed for clarity.
⁶⁵ Change to align with retail commitment.

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| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|--|--|---|
| Conversion to UNE-P ISDN PRI- As Specified | | See intervals for type of change requested ⁶⁷ | Four (4) hrs |
| | As Is ⁶⁶ | Five (5) business days ⁶⁸ | Four (4) hrs |
| UNE-P ISDN PRI- Add/Change Trunks on Existing Facility⁶⁹ | 1 to 8 ⁷⁰ | Five (5) business days ⁷¹ business days | Four (4) hrs |
| | 9 to 16 ⁷² | Six (6) business days ⁷³ | Four (4) hrs |
| | 17 to 24 ⁷⁴ | Seven (7) business days ⁷⁵ | Four (4) hrs |
| | Over 25 ⁷⁶ | ICB ⁷⁷ | Four (4) hrs |
| UNE-P Centrex 21 - Non Designed- Conversions as Specified | | Five (5) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | | | |
| UNE-P Centrex 21 - Non Designed- New Installations, Address Changes, and Change Requests adding new lines⁷⁸ | [Facility check indicates "Available Dispatch Required" and Dispatch "Yes".] | Next available due date as indicated by Appointment Scheduler ⁷⁹ Note: Appointment Scheduler minimum default interval is 3 (Three) business days. | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | | | |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Establish Common Block | 1 to 21 ⁸⁰ Lines - No Optional Features | Twenty (20) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | 1 to 21 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.) | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | | | |

⁶⁶ Changed for clarity.
⁶⁷ Changed for clarity.
⁶⁸ Change to align with retail commitment.
⁶⁹ Added for clarity.
⁷⁰ Change to align with retail commitment.
⁷¹ Change to align with retail commitment.
⁷² Change to align with retail commitment.
⁷³ Change to align with retail commitment.
⁷⁴ Change to align with retail commitment.
⁷⁵ Change to align with retail commitment.
⁷⁶ Change to align with retail commitment.
⁷⁷ Change to align with retail commitment.
⁷⁸ Added for clarity.
⁷⁹ Change to align with retail commitment.
⁸⁰ Change to align with retail commitment.

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|--|--|---|---|
| | 22 or more Lines with or without Optional Features | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Feature Additions requiring Common Block activity per Common Block | 1 to 10 Lines | Twenty (20) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | 11 or more Lines | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work. | Per Common Block (must be existing Line Class Codes(LCCs)/ CAT/NCOS/DPAT) | Five (5) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | If new LCC/CAT/NCOS or DPAT | Twenty (20) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Centrex Management System (CMS) | New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed) | Twenty (20) business days (after the initial Common Block & associated lines are installed) | N/A |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] Common Block Configuration Required - Designed Services subsequent to initial Common Block installation | Tie Lines/DFI/FX | Thirteen (13) business days (may be longer due to facility due date requirements) | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Centrex Management System (CMS) Network Access Registers (NARs) | Additional/New Station Lines to be added to CMS | Five (5) business days after line is installed | N/A |
| | Additions | Five (5) business days | N/A |

**EXHIBIT C
SERVICE INTERVAL TABLES**

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|----------------|--|---------------------------------|---------------------------|
| | Change from Non Blocked to Blocked Service | ICB | N/A |

**EXHIBIT C
SERVICE INTERVAL TABLES**

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|---|--|---|
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required - Station Lines (subsequent to the establishment of the Common Block) Includes: Conversions New Lines Moves NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation. | 1 to 10 Lines per location | Five (5) business days or Next available due date thereafter as indicated by Appointment Scheduler. | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | 11 to 20 Lines per location | Ten (10) business days or Next available due date thereafter as indicated by Appointment Scheduler. | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | 21 or more Lines per location | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Line Feature changes/additions/Removals | 1 to 19 Lines | Three (3) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | 20 or more Lines | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Designed Services subsequent to initial Common Block installation | Tie Lines/DFI/FX | Thirteen (13) business days (may be longer due to facility due date requirements) | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Automatic Route Selection (ARS) | Subsequent to Common Block Installation | Twenty (20) business days (may be longer if the activation of ARS is tied to a Private Line facility installation) | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes | business days: Five (5) days Ten (10) days Twenty (20) days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| | Adding new Patterns | Twenty (20) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |

**EXHIBIT C
SERVICE INTERVAL TABLES**

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|---|--|---------------------------------|---|
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Uniform Call Distribution (UCD) | Per Request | Thirteen (13) business days | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |
| UNE-P Centrex Plus / UNE-P Centron [Centron is MN only] No Common Block Configuration Required Additional Numbers subsequent to initial Common Block installation NOTE: Additional numbers are "chipped" into the Common Block at the time of request. | Blocks (No limit on amount of numbers.) | Five (5) business days | N/A |

**EXHIBIT C
SERVICE INTERVAL TABLES**

6.0 Enhanced Extended Loop Service Interval Table (EEL):

| Product | Services Ordered | Installation Commitments | Repair Commitments |
|--|-------------------------|--|--|
| Enhanced Extended Loop (EEL)- DS0 or Voice Grade Equivalent | 1 to 8 | Zone 1: Five (5) business days Zone 2: Six (6) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Seven (7) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Eight (8) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 25 or more | ICB | Four (4) hrs |
| Enhanced Extended Loop (EEL) – DS1 | 1 to 8 | Zone 1: Five (5) business days Zone 2: Eight (8) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 9 to 16 | Zone 1: Six (6) business days Zone 2: Nine (9) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 17 to 24 | Zone 1: Seven (7) business days Zone 2: Ten (10) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 25 or more | ICB | Four (4) hrs |
| Enhanced Extended Loop (EEL) – DS3 | 1 to 3 Circuits | Zone 1: Seven (7) business days Zone 2: Nine (9) business days | Four (4) hrs Zone 1 Four (4) hrs Zone 2 |
| | 4 or more Circuits | ICB | Four (4) hrs |
| Enhanced Extended Loop Conversions (EEL-C) – Private Line (PLTS) - Conversion as is | | ICB | Twenty-four (24) hrs OOS Forty-eight (48) hrs AS |

* Installation Guidelines apply where facilities/network capacity is in place. Where facilities/network capacity are not in place, intervals are handled on an Individual Case Basis (ICB).