

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.

EXHIBIT C SERVICE INTERVAL TABLES

(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
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(l) Shared Distribution Loop

1 or more Lines	Five (5) business days
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(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
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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 Zone 2: Six (6) business days	Four (4) hrs. Zone 1 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).

**EXHIBIT C
SERVICE INTERVAL TABLES**

	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 Zone 1 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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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	Twenty-four (24) hrs. OOS Forty-eight (48) hrs. AS
	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 Q WEST 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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

	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

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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).

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

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Change to align with retail commitment.

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Change to align with retail commitment.

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Change to align with retail commitment.

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Change to align with retail commitment.

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Change to align with retail commitment.

EXHIBIT C
SERVICE INTERVAL TABLES

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.

**EXHIBIT C
SERVICE INTERVAL TABLES**

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.
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⁸⁰ Change to align with retail commitment.

**EXHIBIT C
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments
	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).