

Qwest GeoMax™ Service Level Agreement (SLA)

SLA Parameter	Description of Guarantee	Credits to Customers	
1. Availability	<p>"Availability" means the amount of time Qwest® network is available to support customer traffic. The Qwest network is considered unavailable whenever service is unable to support customer traffic.</p> <p>Availability is calculated on a monthly billing cycle basis. Service will be available as follows for both Protected and Unprotect Service options:</p> <ul style="list-style-type: none"> Protected Service, Availability \geq 99.999% Unprotect Service, Availability \geq 99.9% <p>If availability is not met, the customer will receive service credits as stated. Credits are based on total monthly rate of affected customer interfaces and nodes.</p> <p>NOTE: Service delivered via NAC is unprotected.</p>	Unprotect Option	Protected Option
		If availability is greater than or equal to 99.9%, credit = 0%	If availability is greater than or equal to 99.999%, credit = 0%
		If availability is less than 99.9% but greater than or equal to 99%, credit = 25%	If availability is less than 99.999% but greater than or equal to 99.99%, credit = 25%
		If availability is less than 99% but greater than or equal to 98%, credit = 50%	If availability is less than 99.99% but greater than or equal to 99.9%, credit = 50%
		If availability is less than 98%, credit = 100%	If availability is less than 99.9%, credit = 100%
2. Customer Notification	<p>"Customer Notification" means the amount of time (measured in minutes) it takes Qwest to notify a customer of service outage or service degradation.</p> <ul style="list-style-type: none"> Qwest will notify customer within 20 minutes of a network problem. This notification will be based on the simple network management protocol (SNMP) alarms received by Qwest network operations center (NOC). 	If Qwest fails to notify the customer within the guaranteed period that results in a customer downtime, the customer will receive one day's credit for all impacted interfaces and nodes.	
3. Mean Time to Repair (MTTR)	<p>"MTTR" means the time it takes Qwest to restore service (measured in hours). It starts when either Qwest detects the problem, or customer notifies Qwest of the problem.</p> <p>It is Qwest's objective to restore an outage quickly. The MTTR objectives for service are stated below. MTTR is included in the service availability calculation.</p> <ul style="list-style-type: none"> Objective Electronic Outage, MTTR = 4 hours Objective Fiber Outage, MTTR = 8 hours 	Because this is an objective and MTTR is included in the service availability calculation, there shall be no separate service credit for failure to meet MTTR objectives.	
4. 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> <ul style="list-style-type: none"> 100% on-time installation of service. 	If a committed due date is missed, Qwest will credit customer 50% of the <i>non-recurring cost (NRC)</i> on all affected services.	

Qwest GeoMax service is a high bandwidth Private Line Solution (PLS) available on an individual case basis (ICB) in the states of AZ, CO, IA, ID, MN, MT, NE, NM, ND, OR, SD, UT, WA and WY. Distance limitations, specific hardware, software and configuration requirements apply. Minimum three-year term of commitment required. GeoMax is not available out of region (OOR) at this time. Termination liability applies.