

**ATTACHMENT 1
QWEST IQ NETWORKING™ SERVICE LEVEL AGREEMENT**

NORTH AMERICA

Tier	Location	NOC Support Information
Tier 1	Intra Canada Canada to U.S.	877-886-6515 or 800-524-5249
Tier 2	Mexico Puerto Rico	877-886-6515 or 800-524-5249

ASIA

Tier	Location	NOC Support Information
Tier 1	Hong Kong Singapore Tokyo Sydney, Australia	877-886-6515 or 800-524-5249
Tier 2	Indonesia India Korea Malaysia Philippines Taiwan Thailand	877-886-6515 or 800-524-5249
Tier 3	Melbourne, Australia New Zealand China	877-886-6515 or 800-524-5249

EUROPE

Tier	Location	NOC Support Information
Tier 1	Austria Belgium Denmark Finland France Germany Ireland Italy Luxembourg Netherlands Norway Portugal Spain Sweden Switzerland United Kingdom	877-886-6515 or 800-524-5249
Tier 2	Czech Republic Greece Hungary Poland Russia	877-886-6515 or 800-524-5249
Tier 3	Turkey Israel Egypt	877-886-6515 or 800-524-5249

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SOUTH AMERICA

Tier	Location	NOC Support Information
Tier 1	Argentina Brazil Chile Peru	877-886-6515 or 800-524-5249
Tier 2	Bolivia Colombia Costa Rica Ecuador Venezuela	877-886-6515 or 800-524-5249