

**QWEST CORPORATION ("QC" or "Qwest") GEOMAX SERVICE ("Service")
SERVICE LEVEL AGREEMENT ("SLA")**

Any QC intrastate tariff, price list, price schedule, administrative guideline, catalog, and other rate and term schedules, whether individually or together, will be referred to as "Tariff" in this SLA. QC offers this SLA in accordance with the applicable Tariff and Technical Publication 77407 ("Tech Pub"). In the event of a conflict between the terms of this SLA and the Tariff or Tech Pub, the terms of the Tariff and Tech Pub will control. If Service becomes de-Tariffed, this SLA will be offered in accordance with this SLA and the Tech Pub, rather than the applicable Tariff. Interstate Service is offered in accordance with this SLA and the Tech Pub. Capitalized terms not defined in this SLA are defined in customer's agreement for GeoMax Service.

SLA Parameter	Description of Guarantee	Credits to Customers	
		Unprotect Option	Protected Option
1. Availability	<p>"Availability" means the amount of time QC network is available to support customer traffic. The QC 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 unprotected Service options:</p> <ul style="list-style-type: none"> • Protected Service, Availability >= 99.999% • Unprotected Service, Availability >= 99.9% <p>If availability is not met, the customer will receive service credits as stated. Credits will equal the monthly rate for the affected customer interfaces and nodes multiplied by the specified percentage.</p> <p>NOTE: Service delivered via Network Access Channel is unprotected.</p>	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 QC to notify a customer of service outage or service degradation.</p> <ul style="list-style-type: none"> ▪ QC will notify customer within 20 minutes of a network problem. This notification will be based on the simple network management protocol alarms received by QC network operations center. 	If QC 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 QC to restore service (measured in hours). It starts when either QC detects the problem, or customer notifies QC of the problem.</p> <p>It is QC'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 QC agrees to install new services. Such period usually starts the day customer signs a service contract or upon QC'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, QC will credit customer 50% of the nonrecurring cost on all affected services.	