

**QWEST CORPORATION ("QC") SYNCHRONOUS SERVICE TRANSPORT ("SST")  
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 77346 ("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 SST 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 SST.

SLA Parameter	Description of Guarantee	Credit to Customer														
Service Availability (OC3 through OC192)	<p>"Service Availability" means when it is in a state where it is fully useable. A service is in the available state unless a transition to the unavailable state is observed without a subsequent transition to the available state.</p> <p>Transitions between the available and unavailable states are:</p> <ul style="list-style-type: none"> <li>- Transition to the unavailable state occurs at the beginning of 10 consecutive Severely Errored Seconds. A Severely Errored Second or "SES" is a one second period containing &gt;= 30% errored blocks or at least one severely disturbed period. A severely disturbed period occurs when, over a period of time equivalent to 1 ms, all the contiguous blocks are affected by a high bit error density.</li> <li>- Transition to the available state occurs at the beginning of 10 consecutive seconds, none of which is an SES.</li> </ul> <p><u>System Bandwidth</u></p> <table border="0"> <tr> <td><u>Capacity</u></td> <td><u>Objective</u></td> </tr> <tr> <td>OC3</td> <td>99.83%</td> </tr> <tr> <td>OC12</td> <td>99.83%</td> </tr> <tr> <td>OC24</td> <td>99.83%</td> </tr> <tr> <td>OC48</td> <td>99.83%</td> </tr> <tr> <td>OC192</td> <td>99.83%</td> </tr> </table>	<u>Capacity</u>	<u>Objective</u>	OC3	99.83%	OC12	99.83%	OC24	99.83%	OC48	99.83%	OC192	99.83%	None		
	<u>Capacity</u>	<u>Objective</u>														
	OC3	99.83%														
OC12	99.83%															
OC24	99.83%															
OC48	99.83%															
OC192	99.83%															
<u>With SHARP</u>	<u>Objective</u> 99.99%	None														
<u>With Optical SHARP</u>	<u>Objective</u> No QC 99.99%	None														
Customer Notification	<p>"Customer Notification" means the amount of time (measured in minutes) it takes QC to notify customer of service outage or service degradation.</p> <p>Upon receipt of a trouble report, QC will notify the customer within 20 minutes of a network problem.</p>	None														
Mean Time To Repair (MTTR)	<p>"MTTR" means the time it takes QC to restore service. It starts when customer notifies QC of the problem.</p> <p>Upon receipt of a trouble report, QC will commit to the following service restoral times:</p> <ul style="list-style-type: none"> <li>- Four hour maximum in the event of a service interruption due to an electronic component failure.</li> <li>- Eight hours maximum if the trouble is caused by a cable failure.</li> </ul>															
	<u>SST without SHARP</u> Credits increase the longer the outage remains in effect, excludes self-healing on-net channel termination.	Elapsed Time	Pay Out to the Customer (Based on system capacity bandwidth)													
			OC3	OC12	OC24 OC48 OC192											
	Circuit Availability Between 99.43%	\$500	\$1000	\$2000												

		and 98.98%			
		Circuit Availability between 98.88% and 97.78%	\$700	\$1400	\$2800
		Circuit Availability between 97.77% and 96.67%	\$800	\$1600	\$3200
		Circuit Availability less than 96.67%	\$1000	\$2000	\$4000
		<p>One month's billing credit of the protected service (total of all monthly rate element charges associated with that portion of the service that is inoperative).</p> <p>Credit will be limited to a maximum of one month for an interruption or series of interruptions within that month.</p>			
	<p><u>SST with SHARP</u> When the customer experiences a service interruption and the system fails to switch to the protected electronics and/or facilities within one second.</p>	<p>None</p> <p>Optical SHARP is only available to customers who order SST without a remote node at the customer premise.</p> <p>If the system fails to switch to the protected electronics and/or facilities within one second, a service credit will not be applicable since the Company will maintain equipment at the premise that is only necessary for delivery of optical handoffs and is not capable of facilitating a switch over to the protect path.</p>			
	<p><u>SST with Optical SHARP</u></p>	<p>None</p>			
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>				

**REFERENCES:**

**SST Technical Publication:**

<http://www.qwest.com/techpub/77346/77346.pdf>

**SHARP Technical Publication:**

<http://www.qwest.com/techpub/77340/77340.pdf>

**State Tariffs - Local QC 14-state region**

[http://tariffs.qwest.com:8000/Q\\_Tariffs/QT\\_Tariff\\_State\\_Page/index.htm](http://tariffs.qwest.com:8000/Q_Tariffs/QT_Tariff_State_Page/index.htm)