



Washington Consumer Bill of Rights

This notice contains important information about your rights as a Qwest customer and our responsibilities as your telecommunications provider.

Appointments and Commitments. Qwest will honor all appointments and commitments made to customers. When a customer orders a new service or schedules an appointment, we will meet the scheduled date. Should Qwest fail to meet its commitment, in most cases the customer will be entitled to a \$50.00 credit for being inconvenienced.

Installation of Primary Basic Local Exchange Service. If Qwest cannot complete a customer's order for new service within five working days, we will credit the customer's account for the first month's basic service charge unless the customer selects the use of a temporary cellular telephone. Qwest will also waive installation charges for basic local service. Customers will be given the option of receiving a \$100.00 primary service credit for each month or partial month that the service is delayed or the use of a temporary cellular telephone at a monthly rate equivalent to a flat rated residence or business line rate until service is established.

Service Restoration. Qwest will restore out-of-service conditions as soon as possible. All out-of-service conditions will be restored no later than two working days from the date the outage was originally reported. For example, if a customer calls to report an out-of-service condition on Tuesday at 2:00 p.m., their service will be restored no later than close of Qwest's business on Thursday. Typically, close of the Company business is 7:00 p.m.

When circumstances exist that prevent Qwest from restoring service within two working days, the Company will automatically credit \$5.00 to the customer's bill. If the service cannot be restored within seven days, the customer's recurring charges for basic local exchange service, including most features, will be waived that month. When a service exchange has numerous, recurring service problems, all customers served by that exchange may receive additional credits.

In the event Qwest is unable to provide dial tone within three seconds on at least 90% of calls placed in a given wire center during normal busy hours, the customers served by that wire center will receive an automatic credit equal to the customer's recurring monthly charge for basic local exchange service, including most features, such as Call Waiting, Call Forwarding, etc. unless the office did not meet the 90% standard due to trouble related to customer premises equipment, extraordinary or abnormal conditions of operation such as those resulting from emergency or catastrophe or disruptions of service caused by persons or entities other than the Company.

No Dial Tone Credit. The “normal busy hours” is the hour that has the highest average telephone conversation seconds for all hours collected based on four weeks of five business day data for each hour that data is collected.

Annual Service Quality Report. Qwest will provide customers with an annual report and a copy of the Consumer Bill of Rights describing the Company’s performance with respect to service quality. The first report will be issued by March 1, 2002.

Customer Service. Qwest will answer at least 80% of all customer calls within 30 seconds. Customers will be connected with a knowledgeable employee who can handle their request.

Qwest will treat all customers with courtesy and respect. Customers who believe they are mistreated by a Qwest employee should ask to speak to a supervisor. If a supervisor is unavailable, the customer will be called back promptly by a supervisor.

Order Confirmation Number. The Company will provide an order confirmation number to applicants for service unless it is not technically possible in which case it will be provided promptly thereafter. The confirmation number may be the billed telephone number or a unique indicator that will permit applicants for service to track and verify orders.

Privacy. The Company will maintain the privacy of information obtained in the normal course of providing telephone service. As a general policy, Qwest does not release confidential or customer specific information to unaffiliated third parties without the customer’s agreement. The exception is when third parties are conducting business on behalf of the Company and in those cases such parties are bound by the same commitment Qwest has made to its customers. Exceptions to this policy include, but are not limited to, the release of information for:

- legal and regulatory requirements
- directory publishing
- directory assistance and operator services
- emergency services
- billing and collection

Qwest is currently required to provide certain customer information, such as billing name, address, and telephone number to facilitate billing of service to a customer’s account when the customer uses a provider other than Qwest. A customer’s account information is released to other carriers when they give their permission or when other carriers advise the company they have the customer’s approval to access the information. This most often occurs with respect to a sale of service the other carrier wants to make, or has made. Unless the Company is advised that permission has been granted, the Company does not release the information. If a customer directs the Company in writing to release their account information, the Company will do so and provide that information as directed.

Accuracy. Qwest wants to make sure the information we utilize to bill our customers is correct. Qwest provides bills that are clearly organized. Any new Qwest charges or changes to the customers' service will be identified. If there are inaccuracies on a customer's bill, the customer may contact Qwest to discuss appropriate corrections.