

Important Information for Our Washington Customers

Qwest Customer Service Guarantee Program

Our goal at Qwest[®] is to provide products that meet your communications needs – and your satisfaction is one of our highest priorities. That's why we're committed to delivering on the key points covered in our Customer Service Guarantee.

Whenever customers call into our service centers, we will connect them with a live, knowledgeable representative within an average 60 seconds from the time they select that option. Of course, all customers will be treated courteously and respectfully, but any customers that feel they've been mistreated in any way should ask to speak to a supervisor. If a supervisor is unavailable at that time, one will call the customer back within 24 hours.

All customers who request service or repair will be given an order confirmation number. The confirmation number will be the billed telephone number or some other unique indicator that lets customers track and verify orders. If for some reason it is not technically possible to provide an order number at the time of the service request, we will provide one as soon as possible.

When a customer orders a new service or schedules an appointment, we strive to meet the scheduled date. Should we fail to meet our commitment, in most cases residential customers will receive a \$25 credit and business customers will receive a \$50 credit for being inconvenienced.

If we cannot complete your order for new primary basic exchange service within five business days, and we are the reason for the delay, we will provide you with a credit on your first bill equal to the amount of the basic service monthly recurring and installation charges; assign a telephone number and provide a directory listing; and provide Remote Call Forwarding and Voice Messaging Service at no charge for the period of time that the service is delayed.

Out-of-service conditions (i.e., conditions that prevent the use of the telephone line for purposes of making a call): The company will restore out-of-service conditions (no dial tone) 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. If the outage is not cleared within two working days, the customer will receive a \$5.00 credit. If your outage is not cleared within two working days, you will receive a \$5 credit.

If your service cannot be restored within seven days, the recurring charges for your basic local exchange service, including most features, will be waived. When an exchange has numerous recurring service problems, all customers served by that exchange may receive additional credits.

Privacy of Customer Information: Finally, Qwest is committed to maintaining our customers' privacy when it comes to the information we obtain in the normal course of providing telephone service. As a general policy, the Company 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 Qwest 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
- 911 and E911 Emergency Services
- Billing and collection

We are required to provide some customer information – such as billing name, address, and telephone number – to facilitate billing for services that are provided to a customer from another provider. Account information is released to other providers when the customer has provided permission or when the other providers advise Qwest that they have customer approval. This usually happens in cases where the other provider wants to make or has already made a sale of service.

Unless Qwest has been told that permission has been granted, we will not release the information. Qwest will release the account information whenever a customer directs us in writing to do so.

Our Qwest Customer Service Guarantee Program will be explained to you when you contact us to order new service or ask for repair. If you would like more details, please call us at the appropriate number listed at the end of this notice.

Other Important Customer Information

Privacy Services

Qwest offers a number of different privacy products that can help you protect yourself from unwanted calls, including the following:

- **Non-Listed Service** eliminates your contact information from the White Pages, but it remains available through Directory Assistance. This allows people who know you to contact you.
- **Non-Published Service** eliminates your contact information from both the White Pages and Directory Assistance.

If you subscribe to either Non-Listed or Non-Published Service, your contact information will also be omitted from the telemarketing lists that are provided to third-party vendors. For your own safety, though, your number remains available to 911 and E911 Emergency Services even if you subscribe to one of these services. It also remains available to local and long-distance telephone companies for the purpose of itemized billing and collections.

As your service provider, Qwest may occasionally call you with special offers on new Qwest products and services – including other privacy products – even if you subscribe to one of these services. If you do not wish to receive information about new products that may be of interest to you, you may choose to remove your name from our calling lists. Simply call us at the appropriate number listed on the back of this notice or contact us by e-mail at solicit@qwest.com. However, if you choose to remove your name from these lists, we will not be able to notify you by telephone whenever we have special offers or new products that become available in your area. In addition to these listing services, Qwest also offers additional privacy products at low monthly rates as part of our home phone packages (activation fees may apply).

- **No Solicitation**[®] screens out most unwanted telemarketing calls. Before your phone rings, callers hear an announcement asking solicitors to hang up and remove your name from their calling list.
- **Security Screen**[™] works in conjunction with Caller ID service to screen calls that would normally appear as "unavailable," "out-of-area," "unknown," "anonymous," "blocked" or "private" on your Caller ID box and instructs callers to identify themselves to complete their call.
- **Do Not Disturb** allows to block all incoming calls whenever you choose or on a programmed schedule. Outgoing calling is not affected.

Please visit us online at qwest.com or call us at one of the numbers at the end of this notice if you would like more information about these or other products.

Protect Your Local or Long-Distance Service Prevent anyone from changing your telephone services providers without your knowledge by placing a service freeze on your Qwest local or long-distance services – at no charge.

A service freeze protects your service from getting “slammed” (i.e. having one of your chosen phone service providers changed without your permission). A freeze does not prohibit you from making changes to your own services or providers at any time you choose, but you must contact us directly to do so.

You may remove a freeze at no charge by contacting Qwest directly with a verbal, written or electronically signed authorization. Once a freeze is effective, authorization given to others, even in writing or verified by a third party will not be enough to change the provider of that service.

If you have any questions or need additional information about service freezes, please call us at one of the numbers listed at the end of this notice – or at the toll-free number noted at the top of your Qwest telephone bill.

Information Services Blocking

Qwest wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing area codes like “900” or “700” and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services.

Charges for these types of call will be listed on the Interexchange Carrier portion of your monthly phone bill, along with any long-distance charges that may apply.

- If charges are \$1 or more, the Information Delivery Services company is required by law to disclose - at the beginning of the call - the types of charges that will apply and the time necessary to complete the call.
- The company is also required to give you an option to disconnect without charge after the introductory message concludes.
- The companies are wholly responsible for both the informational content and pricing of their services.

- You have a right not to be billed for pay-per-call services that do not comply with federal or state laws and regulations.
- Your local telephone service cannot be disconnected if you do not pay for pay-per-call services.

Washington law gives you the right to free blocking of access to Information Delivery Services, which will prevent access to information-delivery services from your home phone. Simply call us to request free blocking of access to Information Delivery Services from your residential telephone line(s).

The Washington Utilities and Transportation Commission is authorized under RCW 80.36.500 to enforce this law. If you have additional questions, please contact the Commission at:

Washington Utilities and Transportation Commission
Consumer Affairs Section
1300 South Evergreen Park Drive, SW
P.O. Box 47250
Olympia, WA 98504-7250
Toll-Free: 1 800-562-6150
www.wutc.wa.gov

Questions?

If you have questions regarding any of these issues, please feel free to call us at the appropriate number:

Residential 1 800-244-1111
Small Business Service 1 800-603-6000
Federal Service 1 800-879-1023
Government and Education 1 800-777-9594
Large Business Service 1 800-777-9594