

Qwest Communications®

Service Interval Guide (SIG) for

Commercial Solutions Products

V11.0

The guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

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GENERAL INFORMATION

Introduction

Qwest Wholesale Commercial Solutions provide our Competitive Local Exchange Carrier (CLEC) partners innovative and market leading products and services. These groundbreaking, commercially negotiated, business to business solutions allow CLECs access to Qwest's industry-leading telecommunications network and infrastructure as well as providing certainty about the ongoing availability of various wholesale services. The Commercial Solutions product family establishes competitive wholesale pricing continuity while Qwest's Spirit of Service™ Commitment puts customers first and ensures outstanding quality in every aspect of your service. For further information, see [Commercial Solutions](#).

This document provides guidelines currently in effect between Qwest and Competitive Local Exchange Carriers (CLECs) as provided for in Commercial Agreements. The General Information section of this document contains information applicable to all products, unless otherwise noted. Guidelines are for all activity types unless otherwise stated in the product specific sections of this document, i.e., new service, changes in service address, etc., where Qwest-owned facilities and/or network capacity are currently in place.

While Qwest strives to achieve these intervals, deviations from these intervals may be unavoidable in some individual cases because of a variety of circumstances, including severe weather conditions, acts of God, extraordinary workloads, Central Office (CO) conversions, system outages, facility cuts, work stoppages, and in other circumstances typically contained in "force majeure" contract clauses. As a result, the average intervals that are experienced may exceed the performance guidelines set forth in this document.

CLEC to CLEC and product to product migrations/conversions follow the interval rules established for the product the end-user is moving to, or as modified in the specific product section of this guide, as appropriate. For example, a Resale 1FB end user being converted to QPP™ Business service will follow the applicable QPP interval identified in this guide.

The installation intervals indicated in this document apply to all quantities unless otherwise indicated in the Services Ordered sections.

Regardless of the number of Local Service Requests (LSRs) submitted, the quantity used for determining the appropriate standard interval will be the sum of the quantities of requests for like service at the same location requested for turn-up on the same day.

Unless otherwise noted in this guide, due date calculations are based on Business Days excluding Saturdays, Sundays, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. Weekend and Holiday due dates are not appropriate unless otherwise indicated in the installation guidelines for a specific product.

NOTE: Interconnect Mediated Access (IMA) is not able to accept a request for a service order with a due date beyond one (1) calendar year. Customers requesting a longer interval will be encouraged to re-submit the order closer to the desired turn-up time or to submit a service request to Customer Service Inquiry and Escalation (CSIE) via FAX. The FAX number is located in Wholesale Customer Contacts under the Service Order Processing Section heading at: <http://www.qwest.com/wholesale/clecs/escalations.html#srop>.

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Due Date Calculation

The Application Date (APP) is the day Qwest receives a complete and accurate request and is the start of all intervals associated with the LSR. CLECs that request a Due Date change to an earlier date must utilize the normal Expedite channels. Calculating the interval begins with Day 1 (day after APP). Therefore, if the request is for a product with a standard interval of 5 Business Days, and the APP (Day 0) is Monday, the installation due date is the following Monday.

Day 0 = Monday

Day 1 = Tuesday

Day 2 = Wednesday

Day 3 = Thursday

Day 4 = Friday

Day 5 (or the Customer Requested Due Date—whichever is longer) = Monday (week from the Monday the request for service was received)

Supplements (SUPPs) or corrections to orders may be issued for various reasons, including Changing the order's Due Date, Changing the Service & Equipment (S&E), and Canceling orders. When SUPPs are submitted, provisioning intervals may be adjusted based on the change requested:

- If the SUPP changes the fundamental design of the service (e.g. address change), due dates can be reset to a minimum interval that is not less than the standard provisioning interval for the applicable service.
- If the SUPP does not change the design of the service (e.g. due date change), due dates can be reset to a minimum of 3 Business Days from the date that Qwest receives the SUPP.

The time of day the complete and accurate request is received may affect what is considered the APP date. If a complete and accurate request is received before the noted Cut Off times, the Application Date is the same day as the request is received. Anything received after these Cut Off times will have an APP of the next business day. For LSRs that are received manually (via email or fax) an additional 24 hours is added to FOC delivery intervals.

A **3:00 p.m. Mountain Time Cut Off** applies to the following products:

- QPP/Qwest Local Services Platform™ (QLSP™) ISDN BRI
- QPP/QLSP PBX
- Network Element Switching (NES)

A **7:00 p.m. Mountain Time Cut Off** applies to the following products:

- Line Splitting with QPP/QLSP
- QPP/QLSP Business
- QPP/QLSP Centrex (Plus, Centron, and 21)
- QPP/QLSP PAL
- QPP/QLSP Residential
- Qwest Commercial High Speed Internet (HSI)/Qwest Commercial Broadband Service

As specifically noted, certain requests may be eligible for a same-day due date. To be eligible, a complete and accurate request must be received before 12p.m. Mountain Time (MT).

The longest interval will apply on requests received that are for more than one product or service. For example, an LSR is received for a new Residential POTS service, as well as Qwest Commercial High Speed Internet (HSI)/Qwest Commercial Broadband Service. If the POTS interval is 1 day but the Qwest Commercial HSI is 3 days, then the 3 day due date interval applies.

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General Information (Continued)

Disconnect Information

The time of day the complete and accurate request is received determines the App Date and thus affects the Due Date. Refer to the 3:00 p.m. and 7:00p.m. MTcut-off rules, referenced above, in determining App Date. For those services listed below where a same day due date is available, a 12 p.m. MT cut-off rule applies.

A **same-day or longer** disconnection interval applies to the following products:

- Line Splitting with QPP/QLSP
- QPP/QLSP Business
- QPP/QLSP Centrex 21
- QPP/QLSP PAL
- QPP/QLSP Residential
- Qwest Commercial High Speed Internet (HSI)/Qwest Commercial Broadband Service

A **three-day or longer** disconnection interval applies to the following products:

- QPP/QLSP Centrex Plus and Centron
- QPP/QLSP ISDN BRI
- QPP/QLSP PBX
- Network Element Switching (NES)

Additional Information regarding the disconnection process can be accessed in the following documents:

- Provisioning and Installation Overview
- Individual Product Catalogs (PCATs)

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General Information (Continued)

Definitions

- **APP** - Application Date
- **AS** - Affecting Service. Any other transmission conditions other than Out of Service (OOS) which impairs service, while still allowing calls to be made and received. [AS would typically include poor transmission, static on the line, intermittent cross-talk, etc.]
- **DD** - Due Date
- **DDD** - Desired Due Date
- **FOC** - A Firm Order Confirmation is returned to indicate (a) that Qwest has received the order, (b) that Qwest has created a Service Order, and (c) that the Service Order has been assigned a due date.
- **ICB** - Individual Case Basis. Qwest and the customer will negotiate the due date for larger quantities which will vary depending on circumstances such as facilities, project management, work group availability, etc. Contact your Service Manager regarding specific questions related to a specific product ICB interval
- **N/A** - Not Applicable
- **OOS** - Out of Service. The inability to make or receive local calls. [This pertains to voice grade communications. Qwest standards cannot assure data transmission of a particular level of quality on a voice grade line.]
- **TBD** - To Be Determined
- **TN** - Telephone Number

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Qwest Platform Plus™ (QPP™) and Qwest Local Services Platform™ (QLSP™)

QPP/QLSP intervals are provided in parity with equivalent Qwest Retail and Resale services. Resale intervals are provided in the [Service Interval Guide \(SIG\) for Resale, UNE, & Interconnection Services](#).

Product	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
QPP/QLSP Business			See Resale POTS Business		
QPP/QLSP Centrex (Centrex Plus, Centron, and Centrex 21)			See Resale Centrex For Centrex 21 New Installations only: See Resale POTS Business, "Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"		
QPP/QLSP ISDN BRI			See Resale ISDN BRI		
QPP/QLSP – PBX			See Resale PBX		
QPP – PAL			See Resale PAL		
QPP/QLSP Residential			See Resale POTS Business		
Qwest VMS with QPP/QLSP			See Resale Voice Messaging Service		

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Qwest Commercial High Speed Internet (HSI)/Qwest Commercial Broadband Service

Qwest Commercial HSI Service and Qwest Commercial Broadband Service, previously known as Qwest Digital Subscriber Line (DSL), intervals are provided in parity with equivalent Qwest Retail services.

Product	Activity/Features	FOC Guidelines	Installation Guidelines	Repair Guidelines
New Installation and Conversion of Qwest Commercial HSI/Qwest Commercial Broadband Service	Service installation on new or existing, loop-qualified, compatible line service, or	48 hours	Three (3) Business Days	Residential - 24 hours Business – 4 hours
	Conversions of existing HSI/DSL service, as specified, or			
	Speed changes or Host changes on existing service			
	With line move or UDC removal	24 hours	Five (5) Business Days	N/A
	Provisional Qualification	24 hours	Five (5) Business Days	N/A
	Line conditioning – specific New Mexico wire centers only	24 hours	Fifteen (15) Business Days	N/A
	Deny/Restore (Treatment for Non-payment issues)	24 hours	Same business day if request received before 7 p.m. MT, otherwise, next business day	24 hours OOS 48 hours AS
	Seasonal Service - Add or Restore	24 hours manual	Next business day if request received before 7 p.m. MT, otherwise, the following business day	24 hours OOS 48 hours AS

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Network Element Switching (NES)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Network Element Switching (NES)	Line Side Analog With LCC already supported in requested switch.	1 to 8 Line Ports	24 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	24 hours Zone 1 24 hours Zone 2
		9 to 16 Line Ports	24 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	24 hours Zone 1 24 hours Zone 2
		17 to 24 Line Ports	24 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	24 hours Zone 1 24 hours Zone 2
		25 or more Line Ports	192 hours	ICB	24 hours
	Line Side Analog Addition or change of CO Features provided on 'Feature Exception List- See Note Below'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Line Side Analog Addition or change of CO Features not provided on 'Feature Exception List- See Note Below'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS

Note: The Feature Exception List is provided in the Service Interval Guide (SIG) for Resale, UNE, & Interconnection Services.

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NES

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
NES (continued)	ISDN-BRI Line-side Port. With a Qwest standard configuration and LCC already supported in the requested switch.	1 to 4 Line Ports	48 hours	Zone 1: Seven (7) Business Days Zone 2: ICB	24 hours Zone 1 24 hours Zone 2
		5 or more Line Ports	192 hours	ICB	24 hours
	ISDN-BRI Line-side Port. With non standard configuration and LCC already supported in the requested switch	1 to 4 Line Ports	48 hours	Zone 1: Seventeen (17) Business Days (includes Ten (10) days for complex translations.) Zone 2: ICB	24 hours Zone 1 24 hours Zone 2
		5 or more Line Ports	192 hours	ICB	24 hours
	DS1 Trunk Port	1 to 8 Digital Interface Ports	Two (2) Business Days	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	24 hours Zone 1 24 hours Zone 2
		9 to 16 Digital Interface Ports	Two (2) Business Days	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	24 hours Zone 1 24 hours Zone 2
		17 to 24 Digital Interface Ports	Two (2) Business Days	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	24 hours Zone 1 24 hours Zone 2
		25 or more Digital Interface Ports	Eight (8) Business Days	ICB	24 hours

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NES

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
NES (continued)	Trunk Group Members <ul style="list-style-type: none"> • Translation Questionnaire required. • Routing to trunks is ordered separately as Customized Routing • DS1 Trunk Port & UDIT in Place. 	Zone 1 1 to 24 DS0 Trunk Members	Five (5) Business Days	Seven (7) Business Days.	24 hours
		25 to 48 DS0 Trunk Members	Five (5) Business Days	Eight (8) Business Days	24 hours
		49 to 72 DS0 Trunk Members	Five (5) Business Days	Ten (10) Business Days	24 hours
		73 to 96 DS0 Trunk Members	Five (5) Business Days	Twelve (12) Business Days	24 hours
		97 to 120 DS0 Trunk Members	Five (5) Business Days	Fourteen (14) Business Days	24 hours
		121 to 144 DS0 Trunk Members	Five (5) Business Days	Fifteen (15) Business Days	24 hours
		145 to 168 DS0 Trunk Members	Five (5) Business Days	Sixteen (16) Business Days	24 hours
		169 to 240 DS0 Trunk Members	Five (5) Business Days	Eighteen (18) Business Days	24 hours
		241 or more DS0 Trunk Members	Eight (8) Business Days	ICB	24 hours

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NES

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
NES (continued)	Trunk Group Members <ul style="list-style-type: none"> • Translation questionnaire required. • Routing to trunks is ordered separately as customized routing. • DS1 Trunk Port & UDIT in Place. 	Zone 2 1 to 24 DS0 Trunk Members	Five (5) Business Days	Eighteen (18) Business Days.	24 hours
		25 to 72 DS0 Trunk Members	Five (5) Business Days	Nineteen (19) Business Days	24 hours
		73 to 120 DS0 Trunk Members	Five (5) Business Days	Twenty (20) Business Days	24 hours
		121 or More DS0 Trunk Members	Eight (8) Business Days	ICB	24 hours
	Two Way and DID Equivalent Group (add/change/increase) DS1 Trunk Port in Place.	1 to 8 DS0 Trunk Members	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	24 hours Zone 1 24 hours Zone 2
		9 to 16 DS0 Trunk Members	48 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	24 hours Zone 1 24 hours Zone 2
		17 to 24 DS0 Trunk Members	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	24 hours Zone 1 24 hours Zone 2
		25 or more DS0 Trunk Members	192 hours	ICB	24 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
NES (continued)	ISDN-PRI Capable Trunk-Side DS1 Trunk Port in Place.	1 to 8 DS0 Trunk Members	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours Zone 1 4 hours Zone 2
		9 to 16 DS0 Trunk Members	48 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	4 hours Zone 1 4 hours Zone 2
		17 to 24 DS0 Trunk Members	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours Zone 1 4 hours Zone 2
		25 or more DS0 Trunk Members	192 hours	ICB	4 hours

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