

[DRAFT] WA AFOR NOTIFICATION - Business

{DATE}

**IMPORTANT INFORMATION ABOUT
YOUR QWEST SERVICES**

[NAME]

[ADDRESS]

[CITY] [ST] [ZIP]

Dear [NAME]:

At Qwest, our goal is to bring you outstanding service while remaining competitive. Part of that commitment includes informing you quickly of any changes to your service. Listed below are three changes that I would like to call to your attention.

First, The Washington Utilities and Transportation Commission has authorized Qwest to be regulated under an Alternative Form of Regulation (AFOR).

The AFOR allows for the following changes in Qwest regulation to occur:

- Reduced regulatory accounting and financial reporting requirements
- Most services will be competitively classified allowing Qwest greater flexibility in changing rates, terms and conditions. The services are Digital PBX Service, Digital Business Exchange Services, Digital Private Lines Services, Analog Private Line Services, Dial Switching Systems, Call management Systems, Central Office Alarm Services, and Construction Charges. For a complete list of services, please see www.qwest.com/legal/washington. These services will move from the Tariffs filed with the Commission to a Catalog published on the Qwest Web site effective on **[DATE]**.
- In return for reduced regulation under the AFOR, Qwest makes the following customer commitments:
 - Qwest agrees to charge similar rates throughout the state for services for which it receives reduced regulation under the AFOR.
 - Qwest will expand deployment of high-speed Internet service in its service territory.
 - Qwest will provide enhanced customer remedies, such as service rate credits, for delayed enhanced services installations, out-of-services conditions and service trouble reports.

Second, as a result of the previously mentioned migration from Tariff to Catalog, the Catalog published on the Qwest Website will now serve as the official contract between you the customer, and Qwest. Except for the changes specified below, the rates, terms and conditions for the affected products will remain the same in the Catalog as they are currently under commission regulation.

Qwest may change the Catalog by giving you reasonable notice of important changes instead of filing them with the Commission. As a user of any of these services or features, you agree to the provisions in the Catalog unless you cancel the service(s) or feature(s).

You may still direct your comments regarding Qwest services and features – or the Catalog itself – to the Washington Utilities and Transportation Commission. You can contact the commission by calling toll free at 1 800-562-6150, or by email at consumer.utc.wa.gov.

For further explanation or to see the Catalog in its entirety, please visit us online at www.qwest.com/legal/washington or call us at 1 800 XXX-XXXX. Finally, changing market conditions require that we continually evaluate our prices, product offerings and infrastructure. Occasionally our evaluation reveals that we must change our rates for some products.

[INSERT SERVICE SPECIFIC RATE CHANGE NOTICE HERE – IF APPLICABLE]

Please contact your Qwest sales representative at 1 XXX-XXX-XXXX to find out more about other products or services with discounted pricing plans that are available to meet your communications needs or for questions regarding the rate change.

I understand you have a choice in communications providers, and I appreciate that you've chosen Qwest.

Sincerely,

Laura Sankey
Executive Vice President, Marketing & Communications