

[DRAFT] WA AFOR NOTIFICATION - Residential

{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 wanted 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 to better meeting the needs and demands of the marketplace. The services are Custom Calling Services (except for Call Trace), Residential Package Services, and Miscellaneous Service Offerings, except for the Caller ID Blocking Option. For a more 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 exchange service installations, out-of-service conditions and service trouble reports.
- Qwest's standalone residential basic exchange telephone service will still be fully regulated by the Commission. Furthermore, under the AFOR, Qwest can

not raise its rates for standalone residential basic service by more than \$1.00 during the entire four-year term of the AFOR. Finally, the one free call allowance for Directory Assistance service will be eliminated.

[INSERT NOTICE OF RESIDENTIAL BASIC EXCHANGE TELEPHONE SERVICE RATE CHANGE HERE]

Second, As a result of the previously mentioned migration from Tariff to Catalog, the Catalog published on the on the Qwest website will now serve as the official contact 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 the 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 features(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, 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]

If you have any questions regarding this rate change or your service or would like a free account review, please call Qwest at 1 800-XXX-XXXX.

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

