

**NOTICE: REGULATION OF SOME OF YOUR QWEST SERVICES
HAVE BEEN CHANGED, REDUCED OR ELIMINATED**

Please review this notice carefully

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

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 changes we want to call to your attention.

Here's how your service is affected:

- **A' La Carte Option:** Qwest must allow customers to select individual services if that customer does not want to purchase a package or bundle.
- **Stand Alone Broadband Internet:** Qwest will continue to offer customers the option to purchase Broadband Internet without any other Qwest services.
- **Package Price Caps:** Qwest cannot charge more for a package than the total price of subscribing to each service individually.
- **Directory Assistance:** Qwest is no longer required to provide customers one free directory assistance call.
- **Service Connection Fees:** Rates, terms and conditions remain regulated under tariff.

Where can I find more information?

- For a complete list of competitively classified services, please see www.qwest.com/legal/washington.
- Effective on [DATE], the services that have been deregulated under the AFOR will be listed in a new location on the Qwest website. These services will move from the section that lists tariffs filed with the UTC to a separate catalog of services (please see below for more important information about the online catalog).

In return for reduced regulation under the AFOR, Qwest makes the following customer commitments:

- Services subject to the AFOR will be the same price in all areas of the state.
- Qwest will commit \$4,000,000 to expand deployment of Broadband Internet service to underserved areas and customer classes in its service territory. Qwest has agreed to deploy Broadband Internet to Washington wire centers where it currently is not offered.
- Qwest will provide enhanced customer remedies, such as service rate credits, for delayed exchange service installations, out-of-service conditions and service trouble reports.

The catalog will now serve as your contract with Qwest for deregulated services:

For services no longer under tariff, 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,

WA AFOR Business Customer Notice

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).

Rate changes:

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.

What is an AFOR?

Washington State law allows telecommunications providers to operate under reduced regulation if the UTC finds that changes in technology and the structure of the telecommunications industry have produced conditions under which traditional regulation may not provide the most efficient and effective means of achieving the public policy goals of this state. The AFOR plan will remain in effect for four years unless extended or modified by UTC order. There will be a formal review at the end of the term to determine if the AFOR plan remains in the public interest.

Most Qwest services will be competitively classified. The UTC grants this classification when it finds that services are subject to effective competition. Competitive classification permits Qwest to change rates, terms and conditions of a service without approval from the UTC. This allows Qwest greater flexibility in order to better meet the needs and demands of the marketplace.

Under the AFOR, Qwest's regulatory accounting and financial reporting requirements will be reduced. Reports of financial, service quality, market share, and pricing data will be filed on an annual basis.

Comments or Questions?

You may direct your comments regarding Qwest, the Catalog, or the AFOR to the Washington Utilities and Transportation Commission. You can contact them by calling toll free at 1 800-562-6150 or by email at consumer@utc.wa.gov.

For further explanation on Qwest products, product features or pricing, please visit Qwest online at www.qwest.com or call us at 1 800-XXX-XXXX.