

## Large Business

### Products & Services

### Internet Solutions

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**More Information on...**  
 Broadband Access Aggregation  
 Service (BAAS)

▶ [FAQ](#)

### Broadband Access Aggregation Service (BAAS)

Qwest BAAS is a unique state-of-the-art wholesale broadband and network service designed especially for large ISPs and business customers. BAAS provides a nationwide service that aggregates individual Digital Subscriber Line (DSL) connections with different DSL providers, provides protocol translation between asynchronous transfer mode (ATM) and Internet protocol (IP) and provides Internet access for those subscribers. BAAS provides network capacity, DSL point-to-point protocol (PPP) termination, IP connectivity and Internet transit.

#### Benefits

- Can help eliminate the capital and expense cost for the customer to build a DSL host
- Reduces operational expense needed for network infrastructure, maintenance and personnel
- Industry-leading service level agreements (SLAs)
- 24/7 network operations center (NOC)-to-NOC support

Qwest BAAS provides nationwide coverage (using a Global Service Provider in region until relief has been granted in effected states), enabling ISPs to offer broadband service in the BAAS areas for a low rate per user, per month. In addition, BAAS can help eliminate the need to invest large amounts of capital in network infrastructure, maintenance, personnel, etc.

For more information on BAAS please contact your Qwest Sales Representatives.

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BAAS is not a Qwest Total Advantage™ eligible contributory contract.

Qwest Broadband Access Aggregation Services (BAAS) is available nationwide. However, BAAS services within the 14-state region of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY (in region) will be provided in conjunction with a separate Global Service Provider (GSP) that provides customers connectivity to the global Internet. When Qwest receives regulatory relief, it will offer this service without the use of a GSP. Qwest BAAS is currently available in 46 metropolitan statistical areas (MSAs) outside the 14 state region. Minimum term of commitment for minimum number of subscribers required. Termination liability applies. Additional fee per GUI interface applies.

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DSL WIRELESS INTERNET QWESTDEX SEARCH



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▶ FAQ

## FAQ

### Q. What is BAAS?

A. Qwest Broadband Access Aggregation Services (BAAS) is a unique state-of-the-art wholesale broadband and network service designed especially for large ISPs and business customers. BAAS aggregates individual Digital Subscriber Line (DSL) connections with different DSL providers, offers protocol translation between Asynchronous Transfer Mode (ATM) and IP, and provides Internet access for those subscribers.

### Q. What are the minimum contract terms for BAAS?

A. BAAS offers a two-, three-, and five-year contract, with an in-region minimum subscriber commitment of 15,000 and an out-of-region minimum subscriber commitment of 20,000. For example if you, as a customer, order service within the 14-state Qwest region of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA, and WY, your commitment is to have fifteen thousand (15,000) subscribers/end users for service in this geographical region. If you, as a customer, order service outside the Qwest 14-state region in the rest of the continental United States (Qwest expanded region) you commit to having twenty thousand (20,000) subscribers/end users for service in that geographical region.

### Q. How do I, as a customer, order service for my subscribers?

A. You will have access to a graphic user interface (GUI) to input your subscribers' orders.

### Q. Do I do my own billing for my end users?

A. Yes. Qwest BAAS does not bill your end users. Qwest bills you, its customer, for the number of subscribers you have in service. Then you bill your end users.

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#### More Information on...

- Dial - Business Dial
- ▶ FAQ
- ▶ Technical Overview

### Dial - Business Dial

#### Internet access for your virtual enterprise

The virtual enterprise is about expanding reach and collapsing physical boundaries. Qwest helps your business transition into a virtual enterprise by giving your employees reliable, cost-effective dial-up access to the Internet from more than 2,600 U.S. points of presence (POPs) domestically, as well as International Roaming coverage. Business Dial supports analog modem data rates up to 56 Kbps.

Qwest Business Dial is a comprehensive solution that includes high-quality Internet access with no over-subscription. E-mail and 24/7 customer care are also included. Qwest Business Dial sets itself apart from competition through a Web-based account management tool housed on the Qwest Control™ Web site. This tool gives your company a powerful means to configure your own service parameters. This means that your company's internal administrator can add new accounts, delete old accounts, temporarily deactivate accounts, change passwords, download the client dialer software and access billing information without making a single phone call. Administrators can also use Qwest Control to retrieve usage records, access billing information, view their invoice and utilize the online payment function.

#### What Qwest provides

When you order Business Dial service, Qwest provides you with:

- Dial-up Internet access from more than 2,600 U.S. POPs across the country, covering more than 84 percent of the U.S. population with a local call
- International Roaming coverage from many overseas locations
- Web-based customer/account management tools via Qwest Control
- Business e-mail solutions - Web-based and/or POP3 e-mail service
- Customer support 24 hours a day, 7 days a week, 365 days a year
- A client software package that includes an installed dialer, a Web browser and an automatically updated phone book
- Special customer product information Web site at [www.dial.qwest.com](http://www.dial.qwest.com)
- Qwest-hosted RADIUS authentication, or proxy authentication to customer-hosted RADIUS infrastructure
- Competitive pricing, and pricing options including subscriber-based or hourly
- A unique inactive-user fee for non-usage of service and group billing services

#### Benefits

By choosing Qwest Business Dial service, your company enjoys:

*Qwest Total Advantage™*



Best Value for  
A Total Business  
Solution

[LEARN MORE](#)

- A high-quality, comprehensive solution-reliable, business-class Internet access for your organization
- An expansive coverage area (2,600 POPs) in the domestic United States, plus international dial coverage
- Custom management of your service through Web-based account management tools
- Variety of bundled e-mail options
- Customer support 24/7, 365 days a year
- Cost-effective, competitive pricing with multiple pricing options

### **The security of Qwest Business Dial service**

Qwest network technicians closely monitor your service and strive to deliver a premium level of performance, security and reliability. Your data traffic is transmitted over our Global Service Provider networks at the most competitive rates available..

### **Your solution for the future**

If you are planning for future expansion, Qwest Business Dial service is ready when you are. Tell us your anticipated needs, and we will handle the rest.

For more information on this or other Qwest services, call 1 800 RIDE QWEST (1-800-743-3793) or visit us on the Web at [www.qwest.com](http://www.qwest.com).

Qwest Business Dial is available nationwide; however, calls placed within the states of AZ, CO, IA, ID, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY will be provided in conjunction with a separate Global Service Provider (GSP) that supplies connectivity to the global Internet. The customer will receive a single bill from Qwest detailing GSP and Qwest charges. When Qwest receives regulatory relief, it will offer this service without the use of a GSP. Minimum term of commitment required. Installation and terminations charges apply.

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### Technical Overview

1. Dial-up traffic originates from the end user when a local access phone number is dialed.
2. Traffic transits the public switched telephone network (PSTN) and terminates to the network access server (NAS).
3. The modem in the end user's PC and the modem in the network access server (NAS) train up.
4. The end user sends authentication, authorization, accounting (AAA) packets to the Qwest remote authentication dial-in service (RADIUS). If the end user has their own RADIUS, Qwest proxies to the end user-hosted RADIUS server. If not, packets are sent to the Qwest-hosted RADIUS server.
5. RADIUS performs AAA and logs accounting details. If the end user provides RADIUS AAA, the response is sent to the Qwest proxy radius server.
6. RADIUS tells the NAS to allow Internet access and traffic is routed to IP on the Internet.

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### FAQ

**Q.** What areas does Qwest® Business Dial Service cover? Is international dial service available?

**A.** In the U.S., end-users may dial into any of the Qwest local access numbers in the automatically updating phone book embedded in their dialer software. Qwest has U.S. dial coverage from more than 2,600 POPs, covering over 84 percent of the U.S. population with a local call. If end-users are in an area not serviced by a local call, 8XX service is also available in their phone book. Qwest also has a new International Roaming service available in more than 40 international countries including Japan, Canada, Mexico, multiple European and South America countries, and others.

**Q.** Does Qwest Business Dial offer enhanced online tools to manage end-user accounts?

**A.** You can manage your end-user base with state-of-the-art account management tools via Qwest Control™. The tools are available 24 hours a day via a Web-based user interface on Qwest Control. These online tools allow your company-assigned account administrator to add or delete users, temporarily deactivate users, change passwords, modify end-user account information, view usage flags, retrieve usage records, access billing information, view invoices and make online payments. You can manage all aspects of your Business Dial service on your own.

**Q.** Can I get fast answers from customer care?

**A.** Qwest offers live customer care 24 hours a day, seven days a week. You can quickly receive answers regarding end-user accounts and technical support.

**Q.** What authentication and pricing options does Qwest Business Dial offer?

**A.** Choose from multiple remote identification dial-in user service (RADIUS) authentication options including a Qwest-hosted RADIUS option — in which Qwest provides all RADIUS functions for you and establish user credentials via Qwest Control™. Or, you may choose our proxy RADIUS solution — where you continue to own and operate your RADIUS infrastructure and establish user credentials directly via RADIUS. From a pricing perspective, Qwest Business Dial offers per-user and per-hour pricing, along with an industry-unique inactive user fee for non-usage of service in any given billing month. This feature, available with per-user pricing, can offer you substantial savings when your end-users do not use the service in any given billing month.

**Q.** Can Qwest Business Dial provide secure, remote access to my corporate wide area network (WAN) or virtual private network (VPN)?

**A.** Qwest Business Dial provides high quality, reliable dial-up Internet access. For special needs, remote access into a managed VPN solution is also available. It provides a secure connection back to your VPN environment. If you prefer to use your existing VPN, Business Dial can provide the remote access transport component of your network architecture.

**Q.** Is Business Dial eligible to contribute towards my commitment level and receive discounts under Qwest Total Advantage™?

**A.** Business Dial is part of Qwest Total Advantage. As a Business Dial customer, you are eligible to have your monthly spending for this service contribute towards the overall

monthly commitment level you establish when you sign up for Qwest Total Advantage. As a contributory service, Business Dial monthly recurring charges help you increase discounts on other services under Qwest Total Advantage. For more information on Qwest Total Advantage and a summary of all contributory and discount-eligible services, refer to the Qwest Total Advantage site.

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### Internet Solutions

#### Qwest.net OfficeWorks

Get your business on the Web. A business Web site, Internet access, email and more. OfficeWorks is a convenient and reliable Internet service designed specifically for businesses from Qwest.

#### Benefits

Unlimited Internet access  
Five email boxes  
Web Page Publishing

- Business Web Site with 20MB of storage space
- Build your Web site with easy-to-use customer templates
- Supports File Transfer Protocol (FTP), Front Page and Netscape Composer
- Domain name management for one domain name (www.companyname.com)
- Registration with eight leading search engines

Connect to the Internet with analog or high-speed ISDN or Qwest DSL.

- Analog speeds up to 56 Kbps
- ISDN speeds up to 128 Kbps
- Qwest DSL speeds up to 7 Mbps
- High speed access includes ten hours of analog dial to use when traveling

Starting at \$27.95 per month with the order of additional qualifying features over an analog, Qwest DSL 256 Deluxe or Qwest DSL 256 Pro Deluxe transport line.

#### Optional Services:

- Additional E-mail boxes
- Customized E-mail address
- Static IP Addresses
- OnDemand Services

#### Availability

- Dial in and Roaming numbers

Click here to view our pricing when you purchase Qwest.net OfficeWorks with other Qwest products and services.

Qwest does not guarantee the availability of Domain Names. Long distance charges apply for customers who access their Internet service from outside local calling area. Our analog Internet access service is engineered to support, but does not guarantee, speeds up to 56 Kbps using the V.90 protocol. Service is capable of receiving speeds up to

#### Other Recommended Products and Services

- ▶ DSL Pro
- ▶ ISDN
- ▶ Qwest.net BroadBand Basic



56 Kbps and sending at up to 31.2 Kbps, but actual speeds depend on line condition, weather, and other factors. FCC regulations restrict power output of service provider's modem and receiving speeds are limited to 53 Kbps. Long distance charges will apply if customer calls from outside local calling area. An interLATA transport fee, set by Touch America a Global Service Provider, and not by Qwest, is required for access to the Internet.

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Sign up for Internet services

Wireless BrowseNow™

Home

Account Tools

Search

Solutions

Contact Us

Help

Qwest.net > Account Tools

Account Manager

► Dial-in Numbers

Help & Support

Terms of Service

Configure My Wireless

Billing & Repair

## Dial-in & Roaming Numbers

Now with an expanded calling area, providing nearly 1,500 local dial-up numbers. You can refer to the Local Platform Number List when setting up dial-in profiles for your roaming locations. (Roaming means that you can access your account from different locations by dialing into local phone numbers wherever Qwest.net service is available.)

The Nationwide local Platform Number List is part of the service provided to our Qwest.StarterPak, OfficeWorks and OfficeWorks LAN customers. Please check back often as our list continues to grow.

Arizona	Colorado	Idaho	Iowa	Minnesota
Montana	Nebraska	New Mexico	North Dakota	
Oregon	South Dakota	Utah	Washington	Wyoming

**You must Subscribe to Qwest.net.**

If you have the Qwest.net icon on your desktop, you have Qwest.net connection software. Qwest.net connection software already contains the Qwest.net dial-in numbers listed below. See [how to change dial-in and roaming numbers from your Qwest.net connection software](#).

If you do not have Qwest.net connection software (if you click the Netscape or Internet Explorer icon on your desktop to connect to Qwest.net), and want to roam:

1. Use the list below to look up the access number of the city nearest where you are going to be.
2. Write down the number.
3. Follow the instructions in [Qwest.net Help](#) on how to:
  - o Set up a new dialing profile.
  - o Dial in using the new profile.

**Note:** All numbers work for both analog dial-up and ISDN service unless otherwise noted.

## Generic Configuration Settings

FTP Server (for personal Web pages)	ftp.users.qwest.net	<a href="#">More Info...</a>
URL for personal Web pages	www.users.qwest.net/~<Qwest.net login>	<a href="#">More Info...</a>
Mail: Incoming and Outgoing (SMTP) server	See below...	<a href="#">More Info...</a>
News Server	news.qwest.net	<a href="#">More Info...</a>
Qwest URL	www.qwest.net/	

## Configuration information by State/City

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State	City/Area	Dial-in	SMTP Mail Server	Primary DNS	Secondary DNS
<b>Arizona</b>	<b>Phoenix</b>	480-755-2020	pop.phnx.qwest.net	206.80.192.1	204.147.80.5
	<b>Phoenix</b>	480-755-9250	pop.phnx.qwest.net	206.80.192.1	204.147.80.5
	<b>Phoenix</b>	602-254-2256	pop.phnx.qwest.net	206.80.192.1	204.147.80.5
	<b>Tucson</b>	520-293-6805	pop.tcsn.qwest.net	207.108.112.1	204.147.80.5
	<b>Tucson</b>	520-622-7156	pop.tcsn.qwest.net	207.108.112.1	204.147.80.5
<b>Colorado</b>	<b>Boulder</b>	303-442-7097	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Colorado Springs</b>	719-457-1899	pop.clsp.qwest.net	207.109.160.1	204.147.80.5
	<b>Denver - North</b>	303-487-7482	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Denver - South</b>	303-254-1619	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Fort Collins</b>	970-212-1077	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Grand Junction</b>	970-257-9358	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Greeley</b>	970-313-1302	pop.dnvr.qwest.net	206.196.128.1	204.147.80.5
	<b>Pueblo</b>	719-242-1004	pop.clsp.qwest.net	207.109.160.1	204.147.80.5
<b>Idaho</b>	<b>Boise</b>	208-333-2880	pop.bois.qwest.net	207.108.224.1	204.147.80.5
<b>Iowa</b>	<b>Ames</b>	515-233-6598	pop.desm.qwest.net	207.108.32.1	204.147.80.5
	<b>Cedar Rapids</b>	319-364-4720	pop.cdrr.qwest.net	209.181.204.1	204.147.80.5
	<b>Davenport</b>	563-323-1901	pop.dvnp.qwest.net	172.16.41.180	204.147.80.5
	<b>Des Moines</b>	515-241-9180	pop.desm.qwest.net	207.108.32.1	204.147.80.5
<b>Minnesota</b>	<b>Duluth</b>	218-733-3320	pop.dlth.qwest.net	207.109.192.1	204.147.80.1
	<b>Minneapolis</b>	612-672-0101	pop.mpls.qwest.net	204.147.80.1	204.147.80.5
	<b>Minneapolis</b>	651-221-2664	pop.mpls.qwest.net	204.147.80.1	204.147.80.5
	<b>Rochester</b>	507-285-2560	pop.roch.qwest.net	207.109.208.1	204.147.80.5
	<b>St. Cloud</b>	320-203-1576	pop.stcd.qwest.net	209.181.192.1	204.147.80.5
	<b>St. Paul</b>	651-221-2664	pop.mpls.qwest.net	204.147.80.1	204.147.80.5
<b>Montana</b>	<b>Billings</b>	406-245-9880	pop.blng.qwest.net	209.181.0.1	204.147.80.5
	<b>Helena</b>	406-449-4702	pop.mssl.qwest.net	207.225.0.1	204.147.80.5
	<b>Missoula</b>	406-523-3280	pop.mssl.qwest.net	207.225.0.1	204.147.80.5
<b>Nebraska</b>	<b>Fremont</b>	402-753-2000 (Analog only)	pop.omah.qwest.net	204.26.64.1	204.147.80.5
	<b>Omaha</b>	402-341-3631	pop.omah.qwest.net	204.26.64.1	204.147.80.5
<b>New Mexico</b>	<b>Albuquerque</b>	505-248-9260	pop.albq.qwest.net	207.108.240.1	204.147.80.5
	<b>Las Cruces</b>	505-527-0023	pop.albq.qwest.net	207.108.240.1	204.147.80.5
	<b>Los Alamos</b>	505-954-5160	pop.albq.qwest.net	207.108.240.1	204.147.80.5
	<b>Santa Fe</b>	505-954-5160	pop.albq.qwest.net	207.108.240.1	204.147.80.5
<b>North Dakota</b>	<b>Bismarck</b>	701-250-1880	pop.bsmr.qwest.net	207.109.224.1	204.147.80.5
	<b>Bismarck</b>	701-530-0580 (Analog only)	pop.bsmr.qwest.net	207.109.224.1	204.147.80.5
	<b>Dickinson</b>	701-225-7176	pop.farg.qwest.net	207.109.224.1	204.147.80.5
	<b>Fargo</b>	701-234-1640	pop.farg.qwest.net	207.109.224.1	204.147.80.5
	<b>Grand Forks</b>	701-775-9407	pop.farg.qwest.net	207.109.224.1	204.147.80.5

	<b>Jamestown</b>	701-252-5236	pop.farg.qwest.net	207.109.224.1	204.147.80.5
	<b>Mayville</b>	701-786-4093	pop.farg.qwest.net	207.109.224.1	204.147.80.5
	<b>Valley City</b>	701-845-3439	pop.farg.qwest.net	207.109.224.1	204.147.80.5
	<b>Wahpeton</b>	701-642-1966	pop.farg.qwest.net	207.109.224.1	204.147.80.5
<b>Oregon</b>	<b>Eugene</b>	541-338-2900	pop.eugn.qwest.net	207.109.240.1	204.147.80.5
	<b>Eugene</b>	541-463-1521	pop.eugn.qwest.net	207.109.240.1	204.147.80.5
	<b>Medford</b>	541-774-8580	pop.eugn.qwest.net	207.109.240.1	204.147.80.5
	<b>Portland</b>	503-227-0438	pop.ptld.qwest.net	198.36.160.1	204.147.80.5
	<b>Salem</b>	503-587-0379	pop.ptld.qwest.net	198.36.160.1	204.147.80.5
<b>South Dakota</b>	<b>Sioux Falls</b>	605-988-3600	pop.sxfl.qwest.net	207.108.0.1	204.147.80.5
<b>Utah</b>	<b>Logan</b>	435-563-2400	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Ogden</b>	801-622-2080	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Orem</b>	801-223-5180	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Park City</b>	435-615-3340 (Analog only)	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Provo</b>	801-223-5180	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Salt Lake City</b>	801-236-5335	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Salt Lake City</b>	801-237-0699	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Salt Lake City</b>	801-281-5990	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Salt Lake City</b>	801-715-6806	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
	<b>Tooele</b>	435-843-3500	pop.slkc.qwest.net	206.81.128.1	204.147.80.5
<b>Washington</b>	<b>Auburn</b>	253-288-1280	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Bellevue</b>	425-454-7612	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Bellingham</b>	360-650-5844	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Olympia</b>	360-357-9565	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Seattle</b>	206-956-3790	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Spokane</b>	509-744-1920	pop.spkn.qwest.net	207.108.48.1	204.147.80.5
	<b>Tacoma</b>	253-925-1039	pop.sttl.qwest.net	206.81.192.1	204.147.80.5
	<b>Vancouver</b>	360-695-8584	pop.ptld.qwest.net	198.36.160.1	204.147.80.5
<b>Wyoming</b>	<b>Cheyenne</b>	307-635-0058	pop.chyn.qwest.net	209.181.12.1	204.147.80.5


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# Qwest.net Nationwide Roaming

- **Only Available to Customers within the Qwest® 14-state region (AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY).**
- **You must Subscribe to Qwest.net.**
- **Nationwide roaming numbers are available throughout the continental U.S. (excluding Alaska and Hawaii).**

Choose a state in the continental U.S.:

**OR** Take the numbers with you: [Get all numbers](#)

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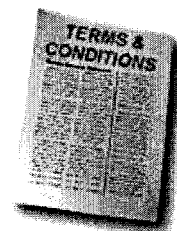
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## Terms of Service Agreement

### Qwest Internet / Intranet Services Terms of Service

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#### Section 1: Introduction

This Terms of Service Agreement ("Agreement") is made between Qwest Communications Corporation ("Qwest") and you (referred herein as "you") and governs your use of the Qwest.net Internet access service and related features ("Services"). By establishing an account or using the Services, you agree to be bound by this Agreement and to use the Services in compliance with this Agreement and the Qwest Acceptable Use Policy ("AUP") posted on Qwest's website at <http://www.qwest.com/legal/>, and incorporated herein. If you do not agree to all the terms and conditions of this Agreement and the AUP, including any future revisions of either this Agreement or the AUP, do not register or use the Services and if you are a current subscriber, you must terminate your use of the Services.

Qwest reserves the right to modify this Agreement and the AUP in its discretion at any time. Please check periodically for changes. Your continued use of the Services following the posting of any changes constitutes acceptance of those changes.

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#### Section 2: Rates and Charges

The rates and charges for the Services shall be as set forth in accordance with Qwest's rate schedule as in effect from time to time, a copy of which is available on the Qwest.net website. Rates and charges are subject to change by Qwest from time--to--time by notice to you provided with the Services or otherwise. You will be invoiced monthly for usage of the Services and for any other services utilized by you or other users of your account which are billed for by Qwest in connection with the Services. You agree to pay all applicable rates and charges for the Services, including, without limitations, any applicable fees and taxes, by the due date set forth in your billing statement, and to pay any interest or late fees incurred for late payment. Delinquent accounts may be suspended or cancelled at Qwest's sole discretion; however, charges will continue to accrue until the account is cancelled. Qwest may bill an additional charge to reinstate a suspended account.

Qwest is not responsible for any toll, long distance, or other charges in the event access to the Services is not provided via a local telephone number. You must pay for any long-distance, toll, or

other charges you incur and you are solely responsible for determining if use of a particular dial-up number will cause you to incur long-distance, toll, or other charges.

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**Section 3: Term and Termination**

This Agreement applies to you for as long as you remain a subscriber to any of the Services ("Term"). You may terminate this Agreement and your use of the Services at any time and for any reason by providing notice to the Qwest.net business office via a telephone call or U.S. mail. Without prior notice, Qwest may terminate this Agreement, your password, your account, and/or your use of the Services, for any reason, including, without limitation, if you fail to pay any charges when due or, if Qwest, in its sole discretion, believes you or someone using your account has violated this Agreement or the AUP. All terms and provisions of this Agreement which should by their nature survive the termination of this Agreement shall so survive, including, without limitation: [Section 2: \(Rates and Charges\)](#), [Section 9: \(Disclaimer of Warranties and Limitation of Liability\)](#), [Section 10: \(Indemnification\)](#), [Section 11: \(Dispute Resolution and Arbitration\)](#), and [Section 13: \(Miscellaneous\)](#).

Among other things, the AUP prohibits sending unsolicited e-mail messages, including bulk commercial advertising or informational announcements ("Spam"), and Qwest will immediately terminate any account which it believes, in its sole discretion, is transmitting or is otherwise connected with any Spam. You agree to pay Qwest's actual damages in any way arising from, or related to, any Spam transmitted by, or in any way connected to, you, to the extent such actual damages can be reasonably calculated. If actual damages cannot be reasonably calculated, you agree to pay Qwest liquidated damages of five U.S. dollars (\$5.00) for each piece of Spam transmitted from, or otherwise connected with, your account.

Qwest may elect to send notice of any violations to you before termination, but is not required to do so. When an account has been terminated or suspended, the reactivation of the old account or the acquisition of a new account will only be allowed by the express approval of Qwest. The account may be held responsible for any charges associated with installation or activation, whether it is for a new account, or a suspended or terminated account.

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**Section 4: Account Usage and Password**

You agree that you will be the only user of your user name and password and that you will not transfer or disclose either your user name or password to any other person, except that you may at your own risk and responsibility permit other members of your family or business associates to access the Services using your user name and password. You shall ensure that any such users comply with this Agreement and the AUP and you will be responsible for all usage of the Services and any other services accessed through the Services on your account whether or not authorized by you. You acknowledge that you are aware that certain content accessible through the Services may contain material that is unsuitable for minors. You agree to supervise any minor's use of the Services through your account.

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**Section 5: Storage Space and Other Limitations**

Using a personal account for commercial, high volume, or any excessive use is prohibited. If your use impacts Qwest's ability to provide Services or network resources, your use of the Services may be terminated immediately. Your mailbox storage space is limited and such limits are listed on the applicable page of the Qwest.net website. When a mailbox reaches the limit, you will not be able to receive e-mail. The size of outgoing and incoming e-mail is limited and such limits are listed on the applicable page of the Qwest.net website. E-mail that exceeds the limits will not be delivered, and

you will receive a notice that the e-mail was too large.

The Services are also subject to idle time-outs. An idle time-out is the disconnection of a session when a dial-up account is idle for a specified period of time and no interactive, human generated data is considered received from the remote user's computer system. Automated data is not considered interactive or human generated and is also subject to an idle time-out. Examples of automated data include, without limitation, data generated by an automatic re-dialer, script or other program that runs on the user's computer system for the purpose of avoiding inactivity disconnects.

You agree not to resell any services or offer public information services over dial-up accounts (unlimited usage or otherwise), nor permit more than one log-on session to be active at one time on analog dial-up accounts.

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## **Section 6: Monitoring the Services**

Qwest has no obligation to monitor the Services, but may do so and disclose information regarding use of the Services for any reason if Qwest, in its sole discretion, determines that it is reasonable to do so, including, without limitation, to: (i) satisfy laws, regulations, or governmental or legal requests; (ii) operate the Services properly; or (iii) protect itself and its customers.

You have the responsibility to monitor your accounts for access to newsgroups and websites that may contain improper material. You will notify Qwest of the continual receipt of e-mail that you view as illegal or that is unsolicited. You must not design or provide systems used for the collection of information about others without their explicit knowledge and consent.

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## **Section 7: Personal Web Page**

If you use the personal website feature of the Services, this Section also applies to your use of the Services.

- a. You acknowledge and agree that (i) the use of your personal website and any content, information, and all other aspects of your personal website will not violate the AUP, any applicable law, or any rights of another; (ii) you are solely responsible for the content, quality, performance, and all other aspects of the information or other content contained in or provided through your personal website; and (iii) Qwest has no proprietary, financial, or other interest in any of the content or information that may be described in or made available through your personal website. Qwest may, without prior notice, terminate or suspend your personal website if Qwest, in its sole discretion, believes that you have violated this Section.
- b. If Qwest provides you with a domain name that has the names or marks of Qwest embedded therein ("Qwest.net Domain Name"), you may use the Qwest.net Domain Name only during the Term. Qwest shall own the Qwest.net Domain Name and the Qwest.net Domain Name may be subject to change by Qwest or the applicable domain name registry. Other than for identifying the location of your personal website, you may not use the name or any marks of Qwest or any of its affiliates in any press release, promotional materials, or other manner without the express written approval of Qwest.
- c. You shall own all graphics, text or other information or content supplied by you for incorporation into or delivery through your personal website. Qwest shall own any software developed or modified by Qwest and all graphics, text or other information or content materials supplied by Qwest for incorporation into your personal website ("Qwest Materials"). You may only use the Qwest Materials in association with your personal website and only during the Term.

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## **Section 8: NationWide Roaming Service**

WorldWide Roaming Service was suspended on January 31, 2003, and is no longer available.

Qwest.net StarterPak, Qwest.net OfficeWorks and Qwest.net OfficeWorks LAN customers have access via the NationWide roaming numbers included in their package price.

If you use the Qwest.net NationWide Roaming (NWR) service included with your Qwest.net package, this Section also applies to your use of the Services.

- a. You are responsible for checking the availability of the NWR Service for the particular city where you use the NWR Service. Local numbers are offered in each of the 48 contiguous states, but may not be available in all cities. The available NWR numbers are published on the Qwest.net website. You may incur long-distance, toll, or other charges if you use NWR numbers. You must pay for any long-distance, toll, or other charges you incur, and you are solely responsible for determining if use of a particular NWR number will cause you to incur long-distance, toll, or other charges. Qwest is not responsible for any toll or other charges in the event access to the NWR Service is not provided via a local telephone number. Use of unpublished NWR numbers is prohibited and you are solely responsible for any and all charges associated with using such unpublished numbers.
- b. Simultaneous use of NWR numbers is prohibited and may result in termination of your Service. In addition, you are responsible for any charges associated with simultaneous use of NWR Service regardless of whether your services have been terminated.

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## **Section 9: Disclaimer of Warranties and Limitation of Liability**

LIMITATION OF LIABILITY. YOU ASSUME TOTAL RESPONSIBILITY FOR USE OF THE SERVICES AND THE INTERNET AND ACCESS THE SAME AT YOUR OWN RISK. QWEST EXERCISES NO CONTROL OVER AND HAS NO RESPONSIBILITY WHATSOEVER FOR THE CONTENT ACCESSIBLE OR ACTIONS TAKEN ON THE INTERNET AND QWEST EXPRESSLY DISCLAIMS ANY RESPONSIBILITY FOR SUCH CONTENT OR ACTIONS. QWEST SHALL NOT BE LIABLE TO YOU FOR ANY DIRECT, INCIDENTAL, INDIRECT, SPECIAL, RELIANCE, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY LOSS OF USE, LOSS OF BUSINESS, LOSS OF PROFIT, LOSS OF INFORMATION OR DATA, OR INTERRUPTED COMMUNICATIONS, ARISING OUT OF OR RELATED TO THIS TERMS OF SERVICE. UNDER NO CIRCUMSTANCES WILL QWEST BE LIABLE TO YOU OR ANY THIRD PARTIES FOR AN AMOUNT GREATER THAN THE TOTAL AMOUNT OF FEES PAID BY YOU FOR THE SERVICE DELIVERED HEREUNDER DURING A SIX MONTH PERIOD.

DISCLAIMER OF WARRANTIES. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. QWEST MAKES NO WARRANTY OF ANY KIND, WRITTEN OR ORAL, STATUTORY, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. QWEST DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. NO ADVICE OR INFORMATION GIVEN BY QWEST, ITS AFFILIATES OR ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES SHALL CREATE ANY WARRANTY.

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## **Section 10: Indemnification**

You agree to indemnify, defend, and hold harmless Qwest and its subsidiaries, affiliates, officers, employees, agents, suppliers, or other partners from any and all third party claims, liabilities, costs, and expenses, including reasonable attorneys fees, arising from your use of the Services, your

violation of this Agreement, or your violation of any rights of another.

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## **Section 11: Dispute Resolution and Arbitration**

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS RIGHTS THAT YOU MAY OTHERWISE HAVE. IT PROVIDES FOR RESOLUTION OF ALL DISPUTES THROUGH FINAL AND BINDING ARBITRATION WITH A FAIR HEARING BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BY A JUDGE OR JURY OR THROUGH A CLASS ACTION.

- a. **Arbitration Agreement:** You and Qwest agree that any dispute or claim arising out of or relating to the Services or this Agreement (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory) will be resolved by binding arbitration.
- b. **Arbitration Procedures:** Before commencing arbitration you must first present any claim or dispute to Qwest in writing to allow Qwest the opportunity to resolve the dispute. If the claim or dispute is not resolved within 60 days, you may request arbitration. The arbitration shall be conducted in accordance with the Judicial Arbitration and Mediation Services ("JAMS") Comprehensive Arbitration Rules. The Federal Arbitration Act, 9 U.S.C. Sections 1-16, not state law, shall govern the arbitration of the dispute. New York state law, without regard to choice of law principles, shall otherwise govern and apply to any and all claims or disputes. All arbitration proceedings and hearings shall take place in Denver, Colorado. Arbitration is final and binding. Under the JAMS Rules, there may be no right to pre-arbitration discovery. Any arbitration shall be confidential, and neither you nor Qwest may disclose the existence, content or results of any arbitration, except as may be required by law or for purposes of enforcement of the arbitration award. The arbitrator's award shall be in writing, but is not required to include factual findings or legal reasoning. Judgment on any arbitration award may be entered in any court having jurisdiction. Each party shall pay its own expenses of the arbitration, including attorneys fees.
- c. **Costs of Arbitration:** The party requesting arbitration must pay the applicable JAMS filing fee, except that for claims of less than \$2,000 you will only be obligated to pay a filing fee of \$25 and Qwest will pay all of the JAMS' other costs and fees. For claims of \$2,000 or more, after the claimant pays the JAMS filing fee, all other JAMS administrative fees will be divided equally between you and Qwest. Each party will bear the expense of its own counsel, witnesses, preparation, and presentation of evidence at the arbitration.
- d. **Waiver of Class Action:** By this Agreement, both you and Qwest are waiving rights to litigate claims or disputes in court, including the right to a jury trial. You further waive any right to pursue any claim on a class or consolidated basis or in a representative capacity.

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## **Section 12: Global Service Provider**

You understand that connectivity to the global Internet will be provided, in part, by another carrier (a "Global Service Provider" or "GSP") with respect to the transport portion of the Services located In-Region (as hereinafter defined). "In-Region" shall refer to those states in which Qwest is prohibited by law from providing InterLATA services (including GSP services), which states presently are Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming; provided, however, that any particular state in which Qwest receives authority to provide such InterLATA services shall no longer be deemed an In-Region state. The GSP is not affiliated with Qwest and independently establishes the charges for its service. Qwest will include the GSP charges in the billing statement for Services and will facilitate the GSP registration process for you.

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## **Section 13: Miscellaneous**

This Agreement and the AUP constitute the entire agreement between you and Qwest with respect to your use of the Services. Qwest may assign this Agreement and your rights and obligations under this Agreement, in whole or in part, at any time without notice to you. You may not assign this Agreement without Qwest's prior written consent. Neither party's failure to insist upon strict performance of any provision of this Agreement shall be construed as a waiver of any of its rights hereunder. If any provision of this Agreement is held to be unenforceable, the unenforceable provision shall be construed as nearly as possible to reflect the original intent of the parties and the remaining provisions shall remain in full force and effect. The terms, representations, warranties, agreements and covenants of the parties set forth in this Agreement are (a) intended solely for Qwest and its affiliates and you and (b) they shall not benefit or be enforceable by, any other person or entity.

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Write down the number

**Washington**

<u>City</u>	<u>Phone Number</u>	<u>Modem Speed</u>
Aberdeen	360 - 538 - 2439	V.92QC, V.92MOH, V.44, ISDN
Auburn	360 - 802 - 6269	V.92QC, V.92MOH, V.44, ISDN
Auburn	253 - 876 - 1899	V.92QC, V.92MOH, V.44, ISDN
Auburn	253 - 876 - 2399	V.92QC, V.92MOH, V.44, ISDN
Bellevue	425 - 453 - 5939	V.92QC, V.92MOH, V.44, ISDN
Bellevue	425 - 990 - 7999	V.92QC, V.92MOH, V.44, ISDN
Bellingham	360 - 756 - 9169	V.92QC, V.92MOH, V.44, ISDN
Bellingham	360 - 527 - 4959	V.92QC, V.92MOH, V.44, ISDN
Bremerton	360 - 415 - 5739	V.92QC, V.92MOH, V.44, ISDN
Centralia	360 - 807 - 7079	V.92QC, V.92MOH, V.44, ISDN
Colfax	509 - 397 - 5029	V.92QC, V.92MOH, V.44
Colville	509 - 685 - 5839	V.92QC, V.92MOH, V.44
Ephrata	509 - 754 - 6739	V.92QC, V.92MOH, V.44
Everett	425 - 923 - 1479	V.92QC, V.92MOH, V.44
Hoodsport	360 - 877 - 1039	V.92QC, V.92MOH, V.44
Longview	360 - 501 - 2399	V.92QC, V.92MOH, V.44, ISDN
Moses Lake	509 - 764 - 6159	V.92QC, V.92MOH, V.44, ISDN
Mount Vernon	360 - 419 - 3899	V.92QC, V.92MOH, V.44, ISDN
Oak Harbor	360 - 240 - 6439	V.92QC, V.92MOH, V.44
Olympia	360 - 704 - 1899	V.92QC, V.92MOH, V.44, ISDN
Olympia	360 - 570 - 4609	V.92QC, V.92MOH, V.44, ISDN
Omak	509 - 422 - 7089	V.92QC, V.92MOH, V.44
Oroville	509 - 476 - 5039	V.92QC, V.92MOH, V.44
Pasco	509 - 543 - 6259	V.92QC, V.92MOH, V.44, ISDN
Pomeroy	509 - 843 - 2039	V.92QC, V.92MOH, V.44
Port Angeles	360 - 565 - 2799	V.92QC, V.92MOH, V.44, ISDN
Port Townsend	360 - 344 - 0339	V.92QC, V.92MOH, V.44, ISDN
Seattle	206 - 587 - 8239	V.92QC, V.92MOH, V.44, ISDN
Seattle	206 - 626 - 0149	V.92QC, V.92MOH, V.44, ISDN
Seattle	206 - 727 - 2339	V.92QC, V.92MOH, V.44, ISDN
Silverdale	360 - 307 - 7749	V.92QC, V.92MOH, V.44, ISDN
Spokane	509 - 744 - 1929	V.92QC, V.92MOH, V.44, ISDN
Spokane	509 - 354 - 1679	V.92QC, V.92MOH, V.44, ISDN
Tacoma	253 - 680 - 0879	V.92QC, V.92MOH, V.44, ISDN
Tacoma	253 - 826 - 3039	V.92QC, V.92MOH, V.44
Tacoma Waverly	253 - 943 - 5629	V.92QC, V.92MOH, V.44, ISDN
Vancouver	360 - 759 - 1439	V.92QC, V.92MOH, V.44, ISDN
Vancouver	360 - 619 - 4089	V.92QC, V.92MOH, V.44, ISDN
Walla Walla	509 - 526 - 2539	V.92QC, V.92MOH, V.44, ISDN
Yakima	509 - 494 - 6139	V.92QC, V.92MOH, V.44, ISDN

Neighboring states - [Idaho](#) , [Oregon](#) ,

### Step 3 of 3

Set up a NEW dialer

Follow the instructions on how to set up a NEW dialing profile

- **IMPORTANT:** Type your entire e-mail address into the user name box in the dialer.
- **IF YOU** double-click the dialer and make changes to the phone number, the change will not be permanent.

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## Overview

Use these instructions to set up your computer for dialing in from a different location. These instructions are for both regular and Qwest.net Nationwide roaming, and for users of all versions of Qwest.net software.

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## About roaming service within Qwest.net service area

If you move your computer outside the local calling area you registered in (but still inside the region where Qwest.net service is currently offered), change your dialer to dial a local number for the area you are in to avoid long distance charges.

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## About roaming service outside of the Qwest.net service area


If you move your computer outside the region where Qwest.net service is currently offered (there is no local number available), you need to either:

1. Make long distance phone calls when accessing your account.  
OR
2. Use the [Qwest.net Nationwide Roaming list](#), which has local phone numbers for accessing your account throughout the USA. The list also provides more local numbers within the coverage region than are available through the [Local Platform List](#) of dial-in numbers stored in your Qwest.net connection software.

**Important:** Each time you take your computer to a new location--or back home--be sure to select a local dial-in number whenever available to avoid long distance charges to access your account. You are responsible for any long distance charges incurred.

Instructions for dialing in from a different location depend on your software:

 If you have the [Qwest.net icon](#) on your desktop, follow instructions below for users **with Qwest.net connection software**.

 If you do not have the [Qwest.net icon](#) on your desktop, follow instructions below for users **without Qwest.net connection software**.

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