

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

**1.0 Unbundled Loops, Line Sharing and Line Splitting Service Interval Table:**

- (a) Established Service Intervals 2/4 Wire Analog (Voice Grade), 2-Wire Analog Distribution Loop:

|    |             |                 |
|----|-------------|-----------------|
| a) | 1-8 lines   | 5 Business days |
| b) | 9-16 lines  | 6 Business days |
| c) | 17-24 lines | 7 Business days |
| d) | 25 or more  | ICB             |

- (b) Established Service Intervals for 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, DS1 Capable Loops, and ADSL Compatible Loops that do not require conditioning:

|    |             |                 |
|----|-------------|-----------------|
| a) | 1-8 lines   | 5 Business days |
| b) | 9-16 lines  | 6 Business days |
| c) | 17-24 lines | 7 Business days |
| d) | 25 or more  | ICB             |

- (c) Established Service Intervals for xDSL-I/ BRI ISDN Capable Loops that do not require conditioning:

|    |             |                 |
|----|-------------|-----------------|
| a) | 1-8 lines   | 5 Business days |
| b) | 9-16 lines  | 6 Business days |
| c) | 17-24 lines | 7 Business days |

- (d) Established Service Intervals for existing DS1 Capable Feeder Loop:

|    |              |                 |
|----|--------------|-----------------|
| a) | 1 – 24 lines | 9 Business days |
| b) | 25 or More   | ICB             |

- (e) Established Service Intervals for existing DS3 Capable Loops:

|    |           |                 |
|----|-----------|-----------------|
| a) | 1-3 lines | 7 Business days |
| b) | 4 or more | ICB             |

- (f) Established Service Intervals for Line Sharing and Line Splitting that do not require conditioning:

|    |            |                 |
|----|------------|-----------------|
| a) | 1-24 lines | 3 Business days |
| d) | 25 or More | ICB             |

- (g) Conditioned Loops for 2/4 Wire Non-Loaded Loops, ADSL Compatible, Basic Rate ISDN Capable, xDSL-I Capable Loops, Line Sharing and Line Splitting:

|    |           |                  |
|----|-----------|------------------|
| a) | 1-8 lines | 15 Business days |
| b) | 9 or more | ICB              |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

- (h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Sharing, Line Splitting, and Shared Distribution Loop:

|              |
|--------------|
| 24 Hours OSS |
| 48 Hours AS  |

- (i) Established Repair Intervals for 4-wire Analog Loops, 2/4 Wire Non-Loaded Loops, Basic Rate ISDN Capable Loops, and ADSL Compatible Loops, xDSL-I Capable Loops, DS1 Capable Loops, DS3 Capable Loops, and Ocn Capable Loops:

|         |
|---------|
| 4 Hours |
|---------|

- (j) Quick Loop

|    |                  |                         |
|----|------------------|-------------------------|
| a) | 1 to 8 Lines     | Three (3) Business Days |
| b) | 9 to 16 Lines    | Three (3) Business Days |
| c) | 17 to 24 Lines   | Three (3) Business Days |
| d) | 25 or more Lines | ICB                     |

- (k) OCn Loop

|                 |     |
|-----------------|-----|
| 1 or more Lines | ICB |
|-----------------|-----|

- (l) Shared Distribution Loop

|                 |                        |
|-----------------|------------------------|
| 1 or more Lines | Five (5) Business Days |
|-----------------|------------------------|

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

**2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:**

| <b>Product</b>        | <b>Services Ordered</b>               | <b>Installation Commitments</b>       | <b>Repair Commitments</b> |
|-----------------------|---------------------------------------|---------------------------------------|---------------------------|
| <b>UDIT, UCCRE</b>    |                                       |                                       |                           |
| <b>DS0</b>            | 1 to 8                                | High Density: Five (5) Business Days  | 4 hrs. High Density       |
|                       |                                       | Low Density: Six (6) Business Days    | 4 hrs. Low Density        |
|                       | 9 to 16                               | High Density: Six (6) Business Days   | 4 hrs. High Density       |
|                       |                                       | Low Density: Seven (7) Business Days  | 4 hrs. Low Density        |
| 17 to 24              | High Density: Seven (7) Business Days | 4 hrs. High Density                   |                           |
|                       | Low Density: Eight (8) Business Days  | 4 hrs. Low Density                    |                           |
|                       | 25 or more                            | ICB                                   | ICB                       |
| <b>DS1</b>            | 1 to 8                                | High Density: Five (5) Business Days  | 4 hrs High Density        |
|                       |                                       | Low Density: Eight (8) Business Days  | 4 hrs Low Density         |
|                       | 9 to 16                               | High Density: Six (6) Business Days   | 4 hrs High Density        |
|                       |                                       | Low Density: Nine (9) Business Days   | 4 hrs Low Density         |
| 17 to 24              | High Density: Seven (7) Business Days | 4 hrs High Density                    |                           |
|                       | Low Density: Ten (10) Business Days   | 4 hrs Low Density                     |                           |
|                       | 25 or more                            | ICB                                   | 4 hrs                     |
| <b>DS3</b>            | 1 to 3 Circuits                       | High Density: Seven (7) Business Days | 4 hrs High Density        |
|                       |                                       | Low Density: Nine (9) Business Days   | 4 hrs Low Density         |
|                       | 4 or more Circuits                    | ICB                                   | 4 hrs                     |
| <b>OC3 and Higher</b> | 1 or more Circuits                    | ICB                                   | 4 hrs                     |
| <b>UDIT Facility</b>  | Single Band Width                     | UDIT Interval + 3 days                |                           |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

**3.0 Unbundled Local Switching Service Interval Table:**

| <b>Product</b>                                                                                                                                                   | <b>Services Ordered</b>                                                                                                                                                    | <b>Installation Commitments</b>                                                   | <b>Repair Commitments</b>                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Unbundled Switching</b>                                                                                                                                       |                                                                                                                                                                            |                                                                                   |                                                                                                                 |
| <b>Unbundled Switching – Line Side Analog</b> With Line Class Code (LCC) already supported in requested switch.                                                  | 1 to 8                                                                                                                                                                     | High Density: Five (5) Business Days<br><br>Low Density: Six (6) Business Days    | 24 hrs. High Density<br><br>24 hrs. Low Density                                                                 |
|                                                                                                                                                                  | 9 to 16                                                                                                                                                                    | High Density: Six (6) Business Days<br><br>Low Density: Seven (7) Business Days   | 24 hrs. High Density<br><br>24 hrs. Low Density                                                                 |
|                                                                                                                                                                  | 17 to 24                                                                                                                                                                   | High Density: Seven (7) Business Days<br><br>Low Density: Eight (8) Business Days | 24 hrs. High Density<br><br>24 hrs. Low Density                                                                 |
|                                                                                                                                                                  | 25 or more                                                                                                                                                                 | ICB                                                                               | 24 hrs.                                                                                                         |
|                                                                                                                                                                  | <b>Unbundled Switching – Line Side Analog – Existing</b> – Vertical Feature(s) (Features change without inward line activity and not impacting the design of the circuit.) | 1 to 19                                                                           | Two (2) Business Days                                                                                           |
|                                                                                                                                                                  | 20 to 39                                                                                                                                                                   | Four (4) Business Days                                                            | 24 hrs. OOS<br>48 hrs. AS                                                                                       |
|                                                                                                                                                                  | 40 or more                                                                                                                                                                 | ICB                                                                               | 24 hrs. OOS<br>48 hrs. AS                                                                                       |
| <b>Unbundled Switching – Line Side Analog</b> New Line Class Code (LCC) ordered through customized routing                                                       |                                                                                                                                                                            | ICB                                                                               | 24 hrs.                                                                                                         |
| <b>Unbundled Switching – BRI-ISDN Line-side Port.</b> With a U S WEST standard configuration and Line Class Code (LCC) already supported in the requested switch | 1 to 3 Lines                                                                                                                                                               | High Density: Seven (7) Business Days<br><br>Low Density: ICB                     | 24 hrs. High Density<br><br>24 hrs. Low Density                                                                 |
|                                                                                                                                                                  | 4 or more                                                                                                                                                                  | ICB                                                                               | 24 hrs.                                                                                                         |
|                                                                                                                                                                  | <b>Unbundled Switching – BRI-ISDN Line-side Port.</b> With non-standard configuration and Line Class Code (LCC) already supported in the requested switch                  | 1 to 3 Lines                                                                      | High Density: Seventeen (17) Business Days (includes 10 days for complex translations.)<br><br>Low Density: ICB |
|                                                                                                                                                                  | 4 or more                                                                                                                                                                  | ICB                                                                               | 24 hrs.                                                                                                         |
| <b>Unbundled Switching – BRI-ISDN Line-side Port.</b> Non supported Line Class Code (LCC) ordered through Customized Routing                                     |                                                                                                                                                                            | ICB                                                                               | 24 hrs.                                                                                                         |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

|                                                                                                                                                                                                                                                                  |                     |                                                                                   |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------|-------------------------------------------------|
| <b>Unbundled Switching – DS1 Trunk Port</b>                                                                                                                                                                                                                      | 1 to 8 Ports        | High Density: Five (5) Business Days<br><br>Low Density: Six (6) Business Days    | 24 hrs. High Density<br><br>24 hrs. Low Density |
|                                                                                                                                                                                                                                                                  | 9 to 16 Ports       | High Density: Six (6) Business Days<br><br>Low Density: Seven (7) Business Days   | 24 hrs. High Density<br><br>24 hrs. Low Density |
|                                                                                                                                                                                                                                                                  | 17 to 24 Ports      | High Density: Seven (7) Business Days<br><br>Low Density: Eight (8) Business Days | 24 hrs. High Density<br><br>24 hrs. Low Density |
|                                                                                                                                                                                                                                                                  | 25 or more Ports    | ICB                                                                               | 24 hrs.                                         |
| <b>Unbundled Switching – Message Trunk Groups</b> <ul style="list-style-type: none"> <li>• Translation questionnaire required</li> <li>• Routing to trunks is ordered separately as Customized Routing</li> <li>• DS1 trunk port &amp; UDIT in place.</li> </ul> | <b>High Density</b> | Seven (7) Business Days                                                           | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 1 to 24             |                                                                                   |                                                 |
|                                                                                                                                                                                                                                                                  | 25 to 48            | Eight (8) Business Days                                                           | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 49 to 72            | Ten (10) Business Days                                                            | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 73 to 96            | Twelve (12) Business Days                                                         | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 97 to 120           | Fourteen (14) Business Days                                                       | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 121 to 144          | Fifteen (15) Business Days                                                        | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 145 to 168          | Sixteen (16) Business Days                                                        | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 169 to 240          | Eighteen (18) Business Days                                                       | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 241 or more         | ICB                                                                               | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | <b>Low Density</b>  | Eighteen (18) Business Days                                                       | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 1 to 24             |                                                                                   |                                                 |
|                                                                                                                                                                                                                                                                  | 25 to 72            | Nineteen (19) Business Days                                                       | 24 hrs.                                         |
|                                                                                                                                                                                                                                                                  | 73 to 120           | Twenty (20) Business Days                                                         | 24 hrs.                                         |
| 121 or more                                                                                                                                                                                                                                                      | ICB                 | 24 hrs.                                                                           |                                                 |
| <b>Unbundled Switching – Two Way and DID Equivalent Group</b><br>(add/change/increase)<br>DS1 trunk port in place                                                                                                                                                | 1 to 8 Trunks       | High Density: Five (5) Business Days<br><br>Low Density: Six (6) Business Days    | 24 hrs. High Density<br><br>24 hrs. Low Density |
|                                                                                                                                                                                                                                                                  | 9 to 16 Trunks      | High Density: Six (6) Business Days<br><br>Low Density: Seven (7) Business Days   | 24 hrs. High Density<br><br>24 hrs. Low Density |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

|                                                                                     |                                                                                                                                                                                   |                                                                               |                                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------------|
|                                                                                     | 17 to 24 Trunks                                                                                                                                                                   | High Density: Seven (7) Business Days<br>Low Density: Eight (8) Business Days | 24 hrs. High Density<br>24 hrs. Low Density |
|                                                                                     | 25 or more Trunks                                                                                                                                                                 | ICB                                                                           | 24 hrs.                                     |
| <b>Unbundled Switching – PRI-ISDN Capable Trunk-Side</b><br>DS1 Trunk port in place | 1 to 8                                                                                                                                                                            | High Density: Five (5) Business Days<br>Low Density: Six (6) Business Days    | 4 hrs. High Density<br>4 hrs. Low Density   |
|                                                                                     | 9 to 16                                                                                                                                                                           | High Density: Six (6) Business Days<br>Low Density: Seven (7) Business Days   | 4 hrs. High Density<br>4 hrs. Low Density   |
|                                                                                     | 17 to 24                                                                                                                                                                          | High Density: Seven (7) Business Days<br>Low Density: Eight (8) Business Days | 4 hrs. High Density<br>4 hrs. Low Density   |
|                                                                                     | 25 or more                                                                                                                                                                        | ICB                                                                           | 4 hrs.                                      |
| <b>Unbundled Packet Switching</b>                                                   | <ul style="list-style-type: none"> <li>• Design changes – 8 Business days</li> <li>• Non-design changes – 5 Business days</li> <li>• Service changes – 5 Business days</li> </ul> | New service request – 10 Business days                                        | 24 hrs                                      |

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SERVICE INTERVAL TABLES\***

**4.0 Unbundled Dark Fiber Interval Table:**

| <b>Product</b>                                                      | <b>Activity/<br/>Features</b> | <b>Services<br/>Ordered</b> | <b>FOC<br/>Guidelines</b> | <b>Installation<br/>Guidelines</b> | <b>Repair<br/>Guidelines</b> |
|---------------------------------------------------------------------|-------------------------------|-----------------------------|---------------------------|------------------------------------|------------------------------|
| <b>Dark Fiber</b>                                                   |                               |                             |                           |                                    |                              |
| <b>Initial Records<br/>Inquiry (IRI)<br/>(simple &amp; complex)</b> |                               |                             | N/A                       | Ten (10)<br>Business Days          | N/A                          |
| <b>Field Verification<br/>And Quote<br/>Preparation<br/>(FVOP)</b>  |                               |                             | N/A                       | Twenty (20)<br>Business Days       | N/A                          |
| <b>Provisioning (non-<br/>FVOP requests)</b>                        |                               |                             | N/A                       | Twenty (20)<br>Business Days       |                              |
| <b>OC3 and Higher</b>                                               |                               |                             | N/A                       | ICB                                |                              |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

**5.0 Unbundled Network Elements Platform (UNE-P) Service Interval Table:**

| <b>Product</b>                                                                                                                                                                    | <b>Services Ordered</b>                     | <b>Installation Commitments</b>                                                                                                                          | <b>Repair Commitments</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <b>UNE-P POTS 'New'-Soft Dial Tone (SDT)</b><br>[Where available]<br><b>Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO"</b>                                          |                                             | Two (2) Business Days (regardless of the time of day the request is received)                                                                            | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Residence</b><br>Flow Through, Fully Electronic (N, T Orders)<br><b>Facility Check indicates "AVAILABLE" and DISPATCH "NO"</b>                                | 1 to 39 Lines                               | Three (3) Business Days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 40 or more Lines                            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Business</b><br>Flow Through, Fully Electronic (N, T Orders)<br><b>Facility Check indicates "AVAILABLE" and DISPATCH "NO"</b>                                 | 1 to 19 Lines                               | Three (3) Business Days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 20-39 Lines                                 | Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.                                                      | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 40 or more Lines                            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Residence</b><br>Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity                          | 1 to 39 Lines                               | Three (3) Business Days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 40 or more Lines                            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Business</b><br>Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity                           | 1 to 19 Lines                               | Three (3) Business Days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 20-39 Lines                                 | Four (4) Business Days                                                                                                                                   | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 40 or more Lines                            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Suspend/Restore</b>                                                                                                                                           | Customers with service placed on "vacation" | Next Business Day                                                                                                                                        | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | Treatment for Non-payment issues            | Same Business Day as payment receipt validated                                                                                                           | 24 hrs OOS<br>48 hrs AS   |
| <b>UNE-P POTS 'New'-Residence</b><br>New Installs, Address Changes, Changes with inward line activity<br><b>Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"</b> | 1 to 39 Lines                               | Next available due date as indicated by Appointment Scheduler<br><b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days. | 24 hrs OOS<br>48 hrs AS   |
|                                                                                                                                                                                   | 40 or more Lines                            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS   |



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SERVICE INTERVAL TABLES\***

|                                                                                                                                                                                                         |                             |                                                                                                                                                          |                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>UNE-P POTS 'New'-Business</b><br>New Installs, Address Changes,<br>Changes with inward line activity<br><b>Facility Check indicates</b><br><b>"AVAILABLE DISP. REQ" and</b><br><b>DISPATCH "YES"</b> | 1 to 19 Lines               | Next available due date as indicated by Appointment Scheduler<br><b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days. | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 20-39 Lines                 | Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.                                                      | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 40 or more Lines            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P POTS 'New'-</b><br><ul style="list-style-type: none"> <li>▪ Directory Listings Changes (R Orders)</li> <li>▪ Voice Mail</li> </ul>                                                             | 1-10 Listings               | Two (2) Business Days                                                                                                                                    |                         |
|                                                                                                                                                                                                         | 11 to 20 Listings           | Five (5) Business Days                                                                                                                                   |                         |
|                                                                                                                                                                                                         | 21-50 Listings              | Ten (10) Business Days                                                                                                                                   |                         |
|                                                                                                                                                                                                         | 51-100 Listings             | Thirty (30) Business Days                                                                                                                                |                         |
|                                                                                                                                                                                                         | Over 100 Listings           | Sixty (60) Business Days                                                                                                                                 |                         |
|                                                                                                                                                                                                         | Add Voice Mail to POTS line | Three (3) Business Days                                                                                                                                  |                         |
| <b>Conversions to UNE-P POTS-</b><br>POTS Residence to UNE-P<br>- Conversion as Specified<br>- Simple CO Features                                                                                       | 1 to 39 Lines               | Three (3) Business days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 40 or more lines            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS |
| <b>Conversions to UNE-P POTS-</b><br>UNE-P to UNE-P POTS<br>Residence<br>- Conversion as Is                                                                                                             | 1 to 39 Lines               | Same Business Day if received before 12:00 p.m., or, Next Business Day if received later than 12:00 p.m.                                                 | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 40 or more Lines            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS |
| <b>Conversions to UNE-P POTS-</b><br>POTS Business to UNE-P<br>- Conversion As Specified<br>- Simple CO Features                                                                                        | 1 to 19 Lines               | Three (3) Business days                                                                                                                                  | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 20 to 39 Lines              | Four (4) Business Days                                                                                                                                   | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 40 or more Line             | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS |
| <b>Conversions to UNE-P POTS-</b><br>UNE-P to UNE-P POTS<br>Business<br>- Conversion As Is                                                                                                              | 1 to 39 Lines               | Same Business Day if received before 12:00 p.m., or, Next Business Day if received later than 12:00 p.m.                                                 | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                         | 40 or more Lines            | ICB                                                                                                                                                      | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Line Splitting –</b><br>UNE-P POTS to UNE-P POTS<br>with Line Splitting<br>- Conversion As Specified                                                                                           | 1 to 8 Lines                | High Density: Five (5) Business Days<br><br>Low Density: Six (6) Business Days                                                                           | 24 hrs OOS<br>48 hrs AS |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

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|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------|-------------------------|
|                                                                                                                                                | 9 to 16 Lines                                   | High Density: Six (6) Business days<br><br>Low Density: (9) Business Days        | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 17 to 24 Lines                                  | High Density: (7) Business Days                                                  | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 25-39 Lines                                     | ICB                                                                              | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 40 or more Lines or if Conditioning is required | ICB High Density: Five (5) Business Days                                         | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Line Splitting –</b><br>POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified | 1 to 8 Lines                                    | High Density: Six (5) Business days<br><br>Low Density: Six (6) Business Days    | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 9 to 16 Lines                                   | High Density: Six (6) Business days<br><br>Low Density: Nine (9) Business Days   | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 17 to 24 Lines                                  | High Density: Seven (7) Business Days<br><br>Low Density: Ten (10) Business Days | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 25-39 Lines                                     | ICB                                                                              | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                | 40 or more Lines                                | ICB                                                                              | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P PBX ‘New’-</b>                                                                                                                        | 1 to 8 Trunks                                   | Five (5) Business Days                                                           | 4 hrs                   |
|                                                                                                                                                | 9 to 16 Trunks                                  | Six (6) Business Days                                                            | 4 hrs                   |
|                                                                                                                                                | 17 to 24 Trunks                                 | Seven (7) Business Days                                                          | 4 hrs                   |
|                                                                                                                                                | 25 or more Trunks                               | ICB                                                                              | 4 hrs                   |
| <b>Conversions to UNE-P PBX –</b><br>Conversion As Specified or Conversion As Is                                                               | 1 to 8 Trunks                                   | Five (5) Business Days                                                           | 4 hrs                   |
|                                                                                                                                                | 9 to 16 Trunks                                  | Six (6) Business Days                                                            | 4 hrs                   |
|                                                                                                                                                | 17 to 24 Trunks                                 | Seven (7) Business Days                                                          | 4 hrs                   |
|                                                                                                                                                | 25 or more Trunks                               | ICB                                                                              | 4 hrs                   |
| <b>UNE-P DSS ‘New’-</b><br>T1 Facility                                                                                                         | 1 to 3                                          | Nine (9) Business Days                                                           | 4 hrs                   |
|                                                                                                                                                | 4 or more                                       | ICB                                                                              | 4 hrs                   |
| <b>UNE-P DSS ‘New’-</b><br>Trunks                                                                                                              | 1 to 3 Lines                                    | Twelve (12) Business Days                                                        | 4 hrs                   |
|                                                                                                                                                | 4 to 6 Lines                                    | Sixteen (16) Business Days                                                       | 4 hrs                   |
|                                                                                                                                                | 7 to 9 Lines                                    | Twenty (20) Business Days                                                        | 4 hrs                   |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

|                                                                                                                                                           |                  |                                                                                                                              |        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------|--------|
|                                                                                                                                                           | 10 to 12 Lines   | Twenty four (24) Business Days                                                                                               | 4 hrs  |
|                                                                                                                                                           | 13 or more Lines | ICB                                                                                                                          | 4 hrs  |
| <b>Conversions to UNE-P DSS-T1 Facility</b>                                                                                                               | 1 to 3           | Nine (9) Business Days                                                                                                       | 4 hrs  |
|                                                                                                                                                           | 4 or more        | ICB                                                                                                                          | 4 hrs  |
| <b>Conversions to UNE-P DSS-Trunks</b>                                                                                                                    | 4 to 6 Lines     | Sixteen (16) Business Days                                                                                                   | 4 hrs  |
|                                                                                                                                                           | 7 to 9 Lines     | Twenty (20) Business Days                                                                                                    | 4 hrs  |
|                                                                                                                                                           | 10 to 12 Lines   | Twenty four (24) Business Days                                                                                               | 4 hrs  |
|                                                                                                                                                           | 13 or more Lines | ICB                                                                                                                          | 4 hrs  |
| <b>UNE-P ISDN BRI 'New'-<br/>New Installs, Address Changes,<br/>Change to add Loop (N2Q)</b>                                                              | 1 to 10 Lines    | Thirteen (13) Business Days                                                                                                  | 24 hrs |
|                                                                                                                                                           | 11 or more Lines | ICB                                                                                                                          | 24 hrs |
| <b>UNE-P ISDN BRI 'New'-<br/>Add or Change Feature(s), Add<br/>Primary Directory Number (PDN<br/>) to established Loop (N2Q),<br/>Add Call Appearance</b> | 1 to 10 Lines    | Three (3) Business Days                                                                                                      | 24 hrs |
|                                                                                                                                                           | 11 or more Lines | ICB                                                                                                                          | 24 hrs |
| <b>Conversion to UNE-P ISDN<br/>BRI-<br/>Conversion As Is</b>                                                                                             | 1 to 10 Lines    | Three (3) Business Days                                                                                                      | 24 hrs |
|                                                                                                                                                           | 11 or more Lines | ICB                                                                                                                          | 24 hrs |
| <b>Conversion to UNE-P ISDN<br/>BRI-<br/>Conversion As Specified</b>                                                                                      | 1 to 10 Lines    | Three (3) Business Days if a<br>Loop is not involved<br>(or)<br>Thirteen (13) Business Days if<br>a Loop is added or changed | 24 hrs |
|                                                                                                                                                           | 11 or more Lines | ICB                                                                                                                          | 24 hrs |
| <b>UNE-P ISDN PRI 'New'-<br/>T1 Facility</b>                                                                                                              | 1 to 3           | Nine (9) Business Days                                                                                                       | 4 hrs  |
|                                                                                                                                                           | 4 or more        | ICB                                                                                                                          | 4 hrs  |
| <b>UNE-P ISDN PRI 'New'-<br/>Trunks</b>                                                                                                                   | 1 to 3 Lines     | Twelve (12) Business Days                                                                                                    | 4 hrs  |
|                                                                                                                                                           | 4 to 6 Lines     | Sixteen (16) Business Days                                                                                                   | 4 hrs  |
|                                                                                                                                                           | 7 to 9 Lines     | Twenty (20) Business Days                                                                                                    | 4 hrs  |
|                                                                                                                                                           | 10 to 12 Lines   | Twenty four (24) Business Days                                                                                               | 4 hrs  |
|                                                                                                                                                           | 13 or more Lines | ICB                                                                                                                          | 4 hrs  |
| <b>Conversion to UNE-P ISDN<br/>PRI-<br/>T1 Facility</b>                                                                                                  | 1 to 3           | Nine (9) Business Days                                                                                                       | 4 hrs  |
|                                                                                                                                                           | 4 or more        | ICB                                                                                                                          | 4 hrs  |
| <b>Conversion to UNE-P ISDN<br/>PRI-<br/>Trunks</b>                                                                                                       | 1 to 3 Lines     | Twelve (12) Business Days                                                                                                    | 4 hrs  |
|                                                                                                                                                           | 4 to 6 Lines     | Sixteen (16) Business Days                                                                                                   | 4 hrs  |
|                                                                                                                                                           | 7 to 9 Lines     | Twenty (20) Business Days                                                                                                    | 4 hrs  |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

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|                                                                                                                                                                                                            | 10 to 12 Lines                                                                                | Twenty four (24) Business Days                                                                      | 4 hrs                   |
|                                                                                                                                                                                                            | 13 or more Lines                                                                              | ICB                                                                                                 | 4 hrs                   |
| <b>UNE-P Centrex 21 - Non Designed- Conversions as Specified</b>                                                                                                                                           | 1 to 10 Lines                                                                                 | Five (5) Business Days                                                                              | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 11 or more Lines                                                                              | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Centrex 21 - Non Designed- New Installations</b>                                                                                                                                                  | 1 to 10 Lines<br>[Facility check indicates "Available Dispatch Required" and Dispatch "Yes".] | Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler. | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 11 or more Lines                                                                              | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Centrex Plus / UNE-P Centron</b><br>[Centron is MN only]<br><b>Common Block Configuration Required</b><br>- Establish Common Block                                                                | 1 to 10 Lines - No Optional Features                                                          | Twenty (20) Business Days                                                                           | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 1 to 10 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)                       | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 11-21 Lines – No Optional Features                                                            | Twenty (20) Business Days                                                                           | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 11 to 21 Lines – w/Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)                       | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 22 or more Lines with or without Optional Features                                            | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Centrex Plus / UNE-P Centron</b><br>[Centron is MN only]<br><b>Common Block Configuration Required</b><br>- Feature Additions requiring Common Block activity per Common Block                    | 1 to 10 Lines                                                                                 | Twenty (20) Business Days                                                                           | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | 11 or more Lines                                                                              | ICB                                                                                                 | 24 hrs OOS<br>48 hrs AS |
| <b>UNE-P Centrex Plus / UNE-P Centron</b><br>[Centron is MN only]<br><b>Common Block Configuration Required</b><br>- Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work. | Per Common Block (must be existing Line Class Codes(LCCs)/ CAT/NCOS/DPAT)                     | Five (5) Business Days                                                                              | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                            | If new LCC/CAT/NCOS or DPAT                                                                   | Twenty (20) Business Days                                                                           | 24 hrs OOS<br>48 hrs AS |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------|
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>Common Block Configuration Required</b><br/>- Centrex Management System (CMS)</p>                                                                                                                                                                                                                | <p>New Common Blocks &amp; Cust ID's (lines installed at the same time the Common Block is installed)</p> | <p>Twenty (20) Business Days (after the initial Common Block &amp; associated lines are installed)</p>     | <p>N/A</p>                      |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>Common Block Configuration Required</b><br/>- Designed Services subsequent to initial Common Block installation</p>                                                                                                                                                                              | <p>Tie Lines/DFI/FX</p>                                                                                   | <p>Thirteen (13) Business Days (may be longer due to facility due date requirements)</p>                   | <p>24 hrs OOS<br/>48 hrs AS</p> |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>- Centrex Management System (CMS)<br/>Network Access Registers (NARs)</p>                                                                                                                                                                         | <p>Additional/New Station Lines to be added to CMS</p>                                                    | <p>Five (5) Business Days after line is installed</p>                                                      | <p>N/A</p>                      |
|                                                                                                                                                                                                                                                                                                                                                                               | <p>Additions</p>                                                                                          | <p>Five (5) Business Days</p>                                                                              | <p>N/A</p>                      |
|                                                                                                                                                                                                                                                                                                                                                                               | <p>Change from Non Blocked to Blocked Service</p>                                                         | <p>ICB</p>                                                                                                 | <p>N/A</p>                      |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>- Station Lines (subsequent to the establishment of the Common Block) Includes:<br/>    Conversions<br/>    New Lines<br/>    Moves<br/><b>NOTE:</b> On conversions, numbers are "chipped" into the Common Block at the time of installation.</p> | <p>1 to 10 Lines per location</p>                                                                         | <p>Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.</p> | <p>24 hrs OOS<br/>48 hrs AS</p> |
|                                                                                                                                                                                                                                                                                                                                                                               | <p>11 to 20 Lines per location</p>                                                                        | <p>Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.</p> | <p>24 hrs OOS<br/>48 hrs AS</p> |
|                                                                                                                                                                                                                                                                                                                                                                               | <p>21 or more Lines per location</p>                                                                      | <p>ICB</p>                                                                                                 | <p>24 hrs OOS<br/>48 hrs AS</p> |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>Line Feature changes/additions/Removals</p>                                                                                                                                                                                                       | <p>1 to 19 Lines</p>                                                                                      | <p>Three (3) Business Days</p>                                                                             | <p>24 hrs OOS<br/>48 hrs AS</p> |
|                                                                                                                                                                                                                                                                                                                                                                               | <p>20 or more Lines</p>                                                                                   | <p>ICB</p>                                                                                                 | <p>24 hrs OOS<br/>48 hrs AS</p> |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

|                                                                                                                                                                                                                                                                                                       |                                                                                   |                                                                                                                    |                         |
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| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>Designed Services subsequent to initial Common Block installation</p>                                                                                                     | Tie Lines/DFI/FX                                                                  | Thirteen (13) Business Days (may be longer due to facility due date requirements)                                  | 24 hrs OOS<br>48 hrs AS |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>Automatic Route Selection (ARS)</p>                                                                                                                                       | Subsequent to Common Block Installation                                           | Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation) | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                                                                                                                       | Changes to Patterns:<br>1 to 25 changes<br>26 to 50 changes<br>51 or more changes | Business Days:<br>Five (5) days<br>Ten (10) days<br>Twenty (20) days                                               | 24 hrs OOS<br>48 hrs AS |
|                                                                                                                                                                                                                                                                                                       | Adding new Patterns                                                               | Twenty (20) Business Days                                                                                          | 24 hrs OOS<br>48 hrs AS |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>Uniform Call Distribution (UCD)</p>                                                                                                                                       | Per Request                                                                       | Thirteen (13) Business Days                                                                                        | 24 hrs OOS<br>48 hrs AS |
| <p><b>UNE-P Centrex Plus / UNE-P Centron</b><br/>[Centron is MN only]<br/><b>No Common Block Configuration Required</b><br/>Additional Numbers subsequent to initial Common Block installation</p> <p><b>NOTE:</b> Additional numbers are "chipped" into the Common Block at the time of request.</p> | Blocks (No limit on amount of numbers.)                                           | Five (5) Business Days                                                                                             | N/A                     |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

**6.0 Enhanced Extended Loop Service Interval Table (EEL):**

| <b>Product</b>                                                        | <b>Services Ordered</b> | <b>Installation Commitments</b>                                                   | <b>Repair Commitments</b>                   |
|-----------------------------------------------------------------------|-------------------------|-----------------------------------------------------------------------------------|---------------------------------------------|
| <b>Enhanced Extended Loop (EEL)-</b><br>DS0 or Voice Grade Equivalent | 1 to 8                  | High Density: Five (5) Business Days<br><br>Low Density: Six (6) Business Days    | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 9 to 16                 | High Density: Six (6) Business Days<br><br>Low Density: Seven (7) Business Days   | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 17 to 24                | High Density: Seven (7) Business Days<br><br>Low Density: Eight (8) Business Days | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 25 or more              | ICB                                                                               | 4 hrs                                       |
| <b>Enhanced Extended Loop (EEL) –</b><br>DS1                          | 1 to 8                  | High Density: Five (5) Business Days<br><br>Low Density: Eight (8) Business Days  | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 9 to 16                 | High Density: Six (6) Business Days<br><br>Low Density: Nine (9) Business Days    | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 17 to 24                | High Density: Seven (7) Business Days<br><br>Low Density: Ten (10) Business Days  | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 25 or more              | ICB                                                                               | 4 hrs                                       |
| <b>Enhanced Extended Loop (EEL) –</b><br>DS3                          | 1 to 3 Circuits         | High Density: Seven (7) Business Days<br><br>Low Density: Nine (9) Business Days  | 4 hrs High Density<br><br>4 hrs Low Density |
|                                                                       | 4 or more Circuits      | ICB                                                                               | 4 hrs                                       |

**EXHIBIT C  
SERVICE INTERVAL TABLES\***

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|------------------------------------------------------------------------------------------------|--|-----|-------------------------|
| <b>Enhanced Extended Loop Conversions (EEL-C) – Private Line (PLTS)<br/>- Conversion as is</b> |  | ICB | 24 hrs OOS<br>48 hrs AS |
|------------------------------------------------------------------------------------------------|--|-----|-------------------------|

\* Installation Guidelines apply where facilities/network capacity is in place. Where facilities/network capacity are not in place, intervals are handled on an Individual Case Basis (ICB).