

will continue to offer a basic broadband service coupled with discounted, restricted voice and 911 service equivalent to the current "Pure Broadband" service.

16. Customer Service Guarantee Program (CSGP)

- a. After the Transaction closes, until such time as an AFOR proceeding for the CenturyLink ILECs and Qwest has concluded,
 - i. CenturyLink ILECs will implement a \$5 out of service credit mirroring Qwest's "Allowance for Service Interruptions" tariff. The program must be implemented within 180 days after the Transaction's closing date.
 - ii. CenturyLink agrees to modify the service guarantee program adopted in the CenturyTel/Embarq merger in the following manner:
 - (1) The one year program will be extended to run until such time as an AFOR proceeding for the CenturyLink ILECs and Qwest has concluded.
 - (2) The \$15 residential credit will be increased to \$25.
- b. For a period of three years from the Transaction's close, CenturyLink agrees to meet or exceed delayed primary service metrics for CenturyLink ILECs, measured as follows:
 - i. The performance baseline will be the CenturyLink ILECs' average performance for the twelve months prior to the Transaction's close or the WAC 480-120-105(1)(a) metric, whichever is higher.
 - ii. The initial measurement of CenturyLink ILEC performance will compare the first three month period after the Transaction closes to the baseline in subsection (i). Thereafter, each successive month of the CenturyLink ILECs' performance will be added to the three month period referenced above in determining the CenturyLink ILECs' average performance until twelve months after the Transaction closes.
 - iii. Beginning one year after the Transaction closes, the CenturyLink ILECs' performance against the baseline in subsection (i) will be measured on a rolling twelve month average performance basis.
 - iv. If the CenturyLink ILECs' average performance during any post-merger period referenced above falls below 95% of the performance standard specified in subsection (i) above, CenturyLink agrees to implement a "delayed primary" service program mirroring Qwest's "Delayed Primary Basic Exchange Alternative" tariff until such time as an AFOR proceeding for the CenturyLink ILECs and Qwest has concluded.

17. Service Quality Reporting

Qwest shall continue the monthly service quality reporting required before the Transaction; however, until the conclusion of the AFOR proceedings, Qwest shall report payouts under the CSGP on a quarterly basis.