

EXHIBIT C SERVICE INTERVAL TABLES

1.0 Unbundled Loops and Line Splitting Service Interval Table:

(a) Established Service Intervals 2/4 Wire Analog (Voice Grade):

a)	1-8 lines	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (7) business days
d)	25 or more	ICB

(b) Established Service Intervals for 2 Wire Non-Loaded Loops, and ADSL Compatible Loops that do not require conditioning:

a)	1-8 lines	Three (3) business days
b)	9-16 lines	Four (4) business days
c)	17-24 lines	Five (5) business days
d)	25 or more	ICB

(b1) Established Service Intervals for /4 Wire Non-Loaded Loops that do not require conditioning:

a)	1-8 lines	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (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	Five (5) business days
b)	9-16 lines	Six (6) business days
c)	17-24 lines	Seven (7) business days
d)	25 or more	ICB

(d) Established Service Intervals for existing DS-1 Capable Loops:

a)	1 – 8 lines	Five (5) business days
b)	9 – 10 lines	Six (6) business days

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

a)	1 line	Seven (7) business days
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(f) Established Service Intervals for Line Splitting:

a)	No conditioning	Three (3) business days
b)	With conditioning	Fifteen (15) business days
c)	With line move/ UDC removal	Five (5) business days

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

a)	1-8 lines	Fifteen (15) business days
b)	9 or more	ICB

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(h) Established Repair Intervals for Basic 2-wire Analog Loops, Line Splitting,:

Twenty-four (24) hours OSS
Forty-eight (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, and DS3 Capable Loops:

Four (4) hours

(j) Quick Loop (No dispatch required)

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

Quick Loop with Number Portability (No dispatch required)

a)	1 to 8 Lines	Three (3) business days
b)	9 to 24 Lines	Four (4) business days
c)	25 or more Lines	ICB

(k) Intentionally Left Blank

(l) Intentionally Left Blank

(M) Established Service Intervals for 2/4 wire Distribution and Non-loaded Distribution Loop

1 or more Lines	Two (2) business days or Appointment Scheduler
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**EXHIBIT C
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Open-Qwest proposed modification- Eschelon does not agree

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

Product	Services Ordered	Installation Commitments	Repair Commitments
UDIT Rearrangements¹			
DS0	1 to 8	Zone 1: Five (5) business days Zone 2: Six (6) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	9 to 16	Zone 1: Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	17 to 24	Zone 1: Seven (7) business days Zone 2: Eight (8) business days	Four (4) hrs. Zone 1 Four (4) hrs. Zone 2
	25 or more	ICB	ICB
DS1	1 to 8	Zone 1: Five (5) business days Zone 2: Eight (8) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	9 to 16	Zone 1: Six (6) business days Zone 2: Nine (9) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	17 to 24	Zone 1: Seven (7) business days Zone 2: Ten (10) business days	Four (4) hrs Zone1 Four (4) hrs Zone 2
	25 or more	ICB	Four (4) hrs
DS3	1 to 3 Circuits	Zone 1: Seven (7) business days Zone 2: Nine (9) business days	Four (4) hrs Zone 1 Four (4) hrs Zone 2
	4 through 12 Circuits	ICB	Four (4) hrs

¹ For UDIT rearrangements see Qwest's website for the Service Interval Guide.

**EXHIBIT C
SERVICE INTERVAL TABLES**

3.0 Intentionally Left Blank:

4.0 Unbundled Dark Fiber Interval Table:

Installation Guidelines apply where facilities/network capacity is in place, on Qwest-owned, in region facilities. Where non-Qwest locations are involved, intervals are handled on an Individual Case Basis – (ICB).

Product	Activity/ Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Dark Fiber					
Initial Records Inquiry (IRI) (simple & complex)			N/A	Ten (10) business days	N/A
Field Verification And Quote Preparation (FVQP)			N/A	Twenty (20) business days	N/A
Provisioning (non- FVQP requests)			N/A	Twenty (20) business days	

**EXHIBIT C
SERVICE INTERVAL TABLES**

5.0 Intentionally Left Blank

Open-Qwest proposed modification- Eschelon does not agree

6.0 Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC) Service Interval Table:

Product	Services Ordered	Installation Commitments	Repair Commitments
Enhanced Extended Loop (EEL) – Loop Mux Combo (LMC) DS0 or Voice Grade Equivalent	1 to 8	Zone 1: Five (5) business days Zone 2: Six (6) business days	Four (4) hrs High Density Four (4) hrs Low Density
	9 to 16	Zone 1: Six (6) business days Zone 2: Seven (7) business days	Four (4) hrs High Density Four (4) hrs Low Density
	17 to 24	Zone 1: Seven (7) business days Zone 2: Eight (8) business days	Four (4) hrs High Density Four (4) hrs Low Density
	<u>25 or more</u>	<u>ICB</u>	<u>Four (4) hrs</u>
Enhanced Extended Loop (EEL) – Loop Mux Combo (LMC) DS1	1 to 8	Zone 1: Five (5) business days Zone 2: Eight (8) business days	Four (4) hrs High Density Four (4) hrs Low Density
	9 to 16	Zone 1: Six (6) business days Zone 2: Nine (9) business days	Four (4) hrs High Density Four (4) hrs Low Density
	17 to 24	Zone 1: Seven (7) business days Zone 2: Ten (10) business days	Four (4) hrs High Density Four (4) hrs Low Density
	<u>25 or more</u>	<u>ICB</u>	<u>Four (4) hrs</u>
Enhanced Extended Loop (EEL) – Loop Mux Combo (LMC) DS3 Subject to cap limitations in the Agreement.	1 to 3 Circuits	Zone 1: Seven (7) business days Zone 2: Nine (9) business days	Four (4) hrs High Density Four (4) hrs Low Density
	4 or more Circuits	<u>ICB</u>	<u>Four (4) hrs</u>
Enhanced Extended Loop Conversions– Private Line (PLTS) to EEL - Conversion as is		<u>ICB</u>	<u>4 hrs</u>

EXHIBIT C SERVICE INTERVAL TABLES

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).

7.0 Collocation Service Intervals: See Section 8

8.0 Local Number Portability Service Intervals: See Section 10

Open-Eschelon proposed- Qwest does not agree (proposes deletion of entire section)

9.0 LIS Trunking Service Intervals:

New Installations* (New TSC, New Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator

<u>Activity (Zone 1 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 NPA NXX(s)</u>	<u>1 to 240</u>	<u>Twenty-Two (22) Business Days</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>11 - 20 NPA NXX(s)</u>	<u>1 to 240</u>	<u>Thirty-Five (35) Business Days</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>21 or More NPA NXX(s)</u>	<u>1 or more</u>	<u>ICB</u>	<u>24 hours</u>

<u>Activity (Zone 2 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 NPA NXX(s)</u>	<u>1 to 120</u>	<u>Twenty-Two (22) Business Days</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>11 - 20 NPA NXX(s)</u>	<u>1 to 120</u>	<u>Thirty-Five (35) Business Days</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>21 or More NPA NXX(s)</u>	<u>1 or more</u>	<u>ICB</u>	<u>24 hours</u>

EXHIBIT C SERVICE INTERVAL TABLES

LIS Trunking

Changes & Rearrangements (Existing TSC, Existing Trunk Group) with Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

<u>Activity (Zone 1 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 240</u>	<u>Twenty-Two (22) Business Days</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>11 - 20 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 240</u>	<u>Thirty-Five (35) Business Days</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>21 or More New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 or more</u>	<u>ICB</u>	<u>24 hours</u>

<u>Activity (Zone 2 areas)</u>	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>0 - 10 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 120</u>	<u>Twenty-Two (22) Business Days</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>11 - 20 New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 to 120</u>	<u>Thirty-Five (35) Business Days</u>	<u>24 hours</u>
	<u>121 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>21 or More New NPA NXX(s) or Existing NPA NXX(s)</u>	<u>1 or more</u>	<u>ICB</u>	<u>24 hours</u>

NOTE: Installation of new NXX(s) conforms to National Industry Standards. Trunks will not be functional until the NXX is installed.

EXHIBIT C
SERVICE INTERVAL TABLES

LIS Trunking

Trunk Augments* without Translations Work

A CLEC's first turn up in a local calling area (Local/EAS) will be negotiated as ICB in a Service Planning meeting with the Sales & Service Team, Project Management, Design Test and Turn-Up and the provisioning Service Delivery Coordinator.

	<u>Trunks Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>Zone 1</u>	<u>1 to 24</u>	<u>Seven (7) Business Days.</u>	<u>24 hours</u>
	<u>25 to 48</u>	<u>Eight (8) Business Days.</u>	<u>24 hours</u>
	<u>49 to 72</u>	<u>Ten (10) Business Days</u>	<u>24 hours</u>
	<u>73 to 96</u>	<u>Twelve (12) Business Days</u>	<u>24 hours</u>
	<u>97 to 120</u>	<u>Fourteen (14) Business Days</u>	<u>24 hours</u>
	<u>121 to 144</u>	<u>Fifteen (15) Business Days</u>	<u>24 hours</u>
	<u>145 to 168</u>	<u>Sixteen (16) Business Days.</u>	<u>24 hours</u>
	<u>169 to 240</u>	<u>Eighteen (18) Business Days</u>	<u>24 hours</u>
	<u>241 or more</u>	<u>ICB</u>	<u>24 hours</u>
<u>Zone 2</u>	<u>1 to 24</u>	<u>Eighteen (18) Business Days</u>	<u>24 hours</u>
	<u>25 to 72</u>	<u>Nineteen (19) Business Days</u>	<u>24 hours</u>
	<u>73 to 120</u>	<u>Twenty (20)</u>	<u>24 hours</u>

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		<u>Business Days</u>	
	<u>121 or more</u>	<u>ICB</u>	<u>24 hours</u>

LIS Trunking

<u>Product</u>	<u>Services Ordered</u>	<u>Installation Guidelines</u>	<u>Repair Guidelines</u>
<u>Point Code Change</u>	<u>Per Trunk Group</u>	<u>ICB</u>	<u>24 hours</u>
<u>64 Clear Channel End-Office Not Equipped</u>	<u>Per Trunk Group</u>	<u>ICB</u>	<u>24 hours</u>