

## EXHIBIT C SERVICE INTERVAL TABLES

### 1.0 Unbundled Loops, Line Sharing and Line Splitting Service Interval Table:<sup>1</sup>

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

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

- (b) Established Service Intervals for 2/4 Wire Non-Loaded Loops, ~~Basic Rate ISDN Capable Loops,~~ and ADSL Compatible Loops that do not require conditioning:<sup>3</sup>

a)	1-8 lines	<u>Five</u> (5) <u>Business-business</u> days
b)	9-16 lines	<u>Six</u> (6) <u>Business-business</u> days
c)	17-24 lines	<u>Seven</u> (7) <u>Business-business</u> 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	<u>Five</u> (5) <u>Business-business</u> days
b)	9-16 lines	<u>Six</u> (6) <u>Business-business</u> days
c)	17-24 lines	<u>Seven</u> (7) <u>Business-business</u> days

- (d) Established Service Intervals for existing DS-1 Capable Loops, DS1 Capable Feeder Loop:<sup>4</sup>

a)	1 – 24 lines	<u>Five</u> (5) <u>Business-business</u> days
b)	9 – 16 lines	<u>Six</u> (6) <u>business days</u>
b)	17 – 24 lines	<u>Seven</u> (7) <u>business days</u>
b)	25 or More	ICB

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

a)	1-3 lines	<u>Seven</u> (7) <u>Business-business</u> 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	<u>Three</u> (3) <u>Business-business</u> days
d)	25 or More	<del>ICB</del> <u>Three</u> (3) <u>business days</u> <sup>5</sup>

<sup>1</sup> Changes to capitalization will not be footnoted in every instance.

<sup>2</sup> Removed due to inappropriate prior grouping.

<sup>3</sup> Removed due to inappropriate prior grouping.

<sup>4</sup> Changes due to compliance with WUTC Order UT-003040 Twentieth Supplemental Order , Pp. 124

<sup>5</sup> Changes to correct previous error

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(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	Fifteen (15) Business-business days
b)	9 or more	ICB

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

Twenty-four (24) Hours-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, DS3 Capable Loops, and Ocn Capable Loops:

Four (4) Hours
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(j) Quick Loop

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

Quick Loop with Number Portability<sup>6</sup>

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) OCn Loop

1 or more Lines	ICB
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(l) Shared Distribution Loop

1 or more Lines	Five (5) Business-business Days
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(M) Established Service Intervals for 2/4 wire Distribution and Non-loaded Distribution Loop<sup>7</sup>

1 or more Lines	Two (2) business days or Appointment Scheduler

<sup>6</sup> Previously omitted in error  
<sup>7</sup> Added for clarity.

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**2.0 Unbundled Dedicated Interoffice Transport (UDIT) Service Interval Table:<sup>8</sup>**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UDIT, EUDIT, UCCRE</b>			
<b>DS0</b>	1 to 8	<u>Zone 1: High Density:</u> Five (5) <u>Business business Daysdays</u>	<u>Four (4) hrs. High Density Zone 1</u>
		<u>Zone 2: Low Density:</u> Six (6) <u>Business business Daysdays</u>	<u>Four (4) hrs. Low Density Zone 2</u>
	9 to 16	<u>Zone 1: High Density:</u> Six (6) <u>Business business Daysdays</u>	<u>Four (4) hrs. High Density Zone 1</u>
		<u>Zone 2: Low Density:</u> Seven (7) <u>Business Daysbusiness days</u>	<u>Four (4) hrs. Low Density Zone 2</u>
	17 to 24	<u>Zone 1: High Density:</u> Seven (7) <u>Business business Daysdays</u>	<u>Four (4) hrs. High Density Zone 1</u>
		<u>Zone 2: Low Density:</u> Eight (8) <u>Business Daysbusiness days</u>	<u>Four (4) hrs. Low Density Zone 2</u>
	25 or more	ICB	ICB
<b>DS1</b>	1 to 8	<u>Zone 1: High Density:</u> Five (5) <u>Business business Daysdays</u>	<u>Four (4) hrs. High Density Zone 1</u>
		<u>Zone 2: Low Density:</u> Eight (8) <u>Business business Daysdays</u>	<u>Four (4) hrs. Low Density Zone 2</u>
	9 to 16	<u>Zone 1: High Density:</u> Six (6) <u>Business business Daysdays</u>	<u>Four (4) hrs. High Density Zone 1</u>
		<u>Zone 2: Low Density:</u> Nine (9) <u>Business business Daysdays</u>	<u>Four (4) hrs. Low Density Zone 2</u>

<sup>8</sup> Through out this document High Density has been changed to Zone 1 and Low Density has been changed to Zone 2 to align with the Performance Indicator Definitions (PID).

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	17 to 24	Zone 1: <del>High Density:</del> Seven (7) <del>Business</del> <del>business Days</del> days	Four (4) hrs <del>High</del> <del>Density</del> <del>Zone 1</del>
		Zone 2: <del>Low Density</del> Ten (10) <del>Business</del> <del>business Days</del> days	Four (4) hrs <del>Low</del> <del>Density</del> <del>Zone 2</del>
	25 or more	ICB	Four (4) hrs
DS3	1 to 3 Circuits	Zone 1: <del>High Density:</del> Seven (7) <del>Business</del> <del>business Days</del> days	Four (4) hrs <del>High</del> <del>Density</del> <del>Zone 1</del>
		Zone 2: <del>Low Density</del> Nine (9) <del>Business</del> <del>Days</del> business days	Four (4) hrs <del>Low</del> <del>Density</del> <del>Zone 2</del>
	4 or more Circuits	ICB	Four (4) hrs
OC3 and Higher	1 or more Circuits	ICB	Four (4) hrs
<del>UDIT AND EUDIT Facility</del> <sup>9</sup>	<del>Single Band Width</del>	<del>UDIT Interval + 3 days</del>	

<sup>9</sup> Removed for clarity EUDIT and UDIT can be order on one order and follow the UDIT interval.

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

Product	Services Ordered	Installation Commitments	Repair Commitments
<b>Unbundled Switching</b>			
<b>Unbundled Switching – Line Side Analog</b> With Line Class Code (LCC) already supported in requested switch.	1 to 8	Zone 1: <del>High Density:</del> Five (5) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>High Density</del> <u>Zone 1</u>
		Zone 2: <del>Low Density:</del> Six (6) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>Low Density</del> <u>Zone 2</u>
	9 to 16	Zone 1: <del>High Density:</del> Six (6) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>High Density</del> <u>Zone 1</u>
		Zone 2: <del>Low Density:</del> Seven (7) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>Low Density</del> <u>Zone 2</u>
	17 to 24	Zone 1: <del>High Density:</del> Seven (7) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>High Density</del> <u>Zone 1</u>
	Zone 2: <del>Low Density:</del> Eight (8) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. <del>Low Density</del> <u>Zone 2</u>	
	25 or more	ICB	<del>24</del> Twenty-four (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) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. OOS <del>48</del> Forty-eight (48) hrs. AS
	20 to 39	Four (4) <del>Business Days</del> <u>business days</u>	<del>24</del> Twenty-four (24) hrs. OOS <del>48</del> Forty-eight (48) hrs. AS
	40 or more	ICB	<del>24</del> Twenty-four (24) hrs. OOS <del>48</del> Forty-eight (48) hrs. AS
<b>Unbundled Switching – Line Side Analog</b> <sup>10</sup> New Line Class Code (LCC) ordered through customized routing		ICB	<del>24</del> Twenty-four (24) hrs.

<sup>10</sup> Removed for clarity.

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<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 <del>3-4</del> Lines <sup>11</sup>	<del>Zone 1: High Density: Seven (7) Business Daysbusiness days</del>  <del>Zone 2: Low Density ICB</del>	<del>24Twenty-four (24) hrs. High Density-Zone 1</del>  <del>24Twenty-four (24) hrs. Low Density-Zone 2</del>
	<del>4-5</del> or more	ICB	<del>24Twenty-four (24) hrs.</del>
<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 <del>3-4</del> Lines	<del>Zone 1: High Density: Seventeen Seventeen (17) Business Daysbusiness days</del> (includes 10 days for complex translations.)  <del>Zone 2: Low Density ICB</del>	<del>24Twenty-four (24) hrs. High Density-Zone 1</del>  <del>24Twenty-four (24) hrs. Low Density-Zone 2</del>
	<del>4-5</del> or more	ICB	<del>24Twenty-four (24) hrs.</del>
<b>Unbundled Switching – BRI-ISDN Line-side Port.</b> Non-supported Line Class Code (LCC) ordered through Customized Routing <sup>12</sup>		ICB	24 hrs.
<b>Unbundled Switching – DS1 Trunk Port</b>	1 to 8 Ports	<del>Zone 1: High Density: Five (5) Business Daysbusiness days</del>  <del>Zone 2: Low Density Six (6) Business Daysbusiness days</del>	<del>24Twenty-four (24) hrs. High Density-Zone 1</del>  <del>24Twenty-four (24) hrs. Low Density-Zone 2</del>
	9 to 16 Ports	<del>Zone 1: High Density: Six (6) Business Daysbusiness days</del>  <del>Zone 2: Low Density Seven (7) Business Daysbusiness days</del>	<del>24Twenty-four (24) hrs. High Density-Zone 1</del>  <del>24Twenty-four (24) hrs. Low Density-Zone 2</del>
	17 to 24 Ports	<del>Zone 1: High Density: Seven (7) Business Daysbusiness days</del>  <del>Zone 2: Low Density Eight (8) Business Daysbusiness days</del>	<del>24Twenty-four (24) hrs. High Density-Zone 1</del>  <del>24Twenty-four (24) hrs. Low Density-Zone 2</del>
	25 or more Ports	ICB	<del>24Twenty-four (24) hrs.</del>

<sup>11</sup> Changed to be at parity with retail.

<sup>12</sup> Removed for clarity.

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<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>	<u>Zone 1: High Density</u>	Seven (7) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	1 to 24		
	25 to 48	Eight (8) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	49 to 72	Ten (10) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	73 to 96	Twelve (12) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	97 to 120	Fourteen (14) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	121 to 144	Fifteen (15) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	145 to 168	Sixteen (16) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	169 to 240	Eighteen (18) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	241 or more	ICB	<u>24Twenty-four (24) hrs.</u>
	<u>Zone 2: Low Density</u>		
	1 to 24	Eighteen (18) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	25 to 72	Nineteen (19) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
	73 to 120	Twenty (20) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs.</u>
121 or more	ICB	<u>24Twenty-four (24) hrs.</u>	
<b>Unbundled Switching – Two Way and DID Equivalent Group</b> (add/change/increase) DS1 trunk port in place	1 to 8 Trunks	<u>Zone 1: High Density:</u> Five (5) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. High Density-Zone 1</u>
		<u>Zone 2: Low Density</u> Six (6) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. Low Density-Zone 2</u>
	9 to 16 Trunks	<u>Zone 1: High Density:</u> Six (6) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. High Density-Zone 1</u>
		<u>Zone 2: Low Density</u> Seven (7) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. Low Density-Zone 2</u>
	17 to 24 Trunks	<u>Zone 1: High Density:</u> Seven (7) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. High Density-Zone 1</u>
	<u>Zone 2: Low Density</u> Eight (8) <u>Business Daysbusiness days</u>	<u>24Twenty-four (24) hrs. Low Density-Zone 2</u>	
25 or more Trunks	ICB	<u>24Twenty-four (24) hrs.</u>	

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<b>Unbundled Switching – PRI-ISDN Capable Trunk-Side</b> DS1 Trunk port in place	1 to 8	<u>Zone 1: High Density:</u> Five (5) <b>Business Days</b> <u>business days</u>  <u>Zone 2: Low Density:</u> Six (6) <b>Business Days</b> <u>business days</u>	4 hrs. <b>High Density</b> <u>Zone 1</u>  4 hrs. <b>Low Density</b> <u>Zone 2</u>
	9 to 16	<u>Zone 1: High Density:</u> Six (6) <b>Business Days</b> <u>business days</u>  <u>Zone 2: Low Density:</u> Seven (7) <b>Business Days</b> <u>business days</u>	4 hrs. <b>High Density</b> <u>Zone 1</u>  4 hrs. <b>Low Density</b> <u>Zone 2</u>
	17 to 24	<u>Zone 1: High Density:</u> Seven (7) <b>Business Days</b> <u>business days</u>  <u>Zone 2: Low Density:</u> Eight (8) <b>Business Days</b> <u>business days</u>	<b>Four (4) hrs. High Density</b> <u>Zone 1</u>  <b>Four (4) hrs. Low Density</b> <u>Zone 2</u>
	25 or more	ICB	<b>Four (4) hrs.</b>

<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	<b>24Twenty-four (24) hrs</b>
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## EXHIBIT C SERVICE INTERVAL TABLES

### 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).<sup>13</sup>

Product	Activity/ Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Dark Fiber</b>					
Initial Records Inquiry (IRI) (simple & complex)			N/A	Ten (10) <u>Business Days</u> <u>business days</u>	N/A
Field Verification And Quote Preparation (FVOPQP) <sup>14</sup>			N/A	Twenty (20) <u>Business Days</u> <u>business days</u>	N/A
Provisioning (non-FVOPQP) <sup>15</sup> requests)			N/A	Twenty (20) <u>Business Days</u> <u>business days</u>	
<u>OC3 and Higher</u> <sup>16</sup>			N/A	<u>ICB</u>	

<sup>13</sup> Settlement of Impasse Issue E1 through E3 in Arizona Proceeding - for uniformity Qwest has agreed to add to all states.

<sup>14</sup> Correction of typographical error.

<sup>15</sup> Correction of typographical error.

<sup>16</sup> Removed to correct previous error, bandwidth does not make sense for dark fiber.

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

**For UNE-P POTS, Saturday due dates are available under the following circumstances:<sup>17</sup>**

The Saturday Desired Due Date (DDD) must be at least the standard interval.

For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For UNE-P POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 (two) business days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

Product	Services Ordered	Installation Commitments	Repair Commitments	
<b>UNE-P POTS 'New'-Soft Dial Tone (SDT) [Where available] New Installs, Address Changes, or Change Requests adding new lines.<sup>18</sup> Facility Check indicates "AVAILABLE (SDT)" and DISPATCH "NO"</b>		Two (2) Business Days (regardless of the time of day the request is received) Three (3) business days <sup>19</sup>	24 hrs OOS 48 hrs AS	<del>Twenty-four (24)</del> <del>Forty-eight (48)</del>
<b>UNE-P POTS 'New'-Residence Flow Through, Fully Electronic (N, T Orders) -Facility Check indicates "AVAILABLE" and DISPATCH "NO"<sup>20</sup></b>	1 to 39 Lines	Three (3) Business Days	24 hrs OOS 48 hrs AS	<del>Forty-eight (48)</del>
	40 or more Lines	ICB	24 hrs OOS 48 hrs AS	
<b>UNE-P POTS 'New'-Business Flow Through, Fully Electronic (N, T Orders) -Facility Check indicates "AVAILABLE" and DISPATCH "NO"</b>	1 to 19 Lines	Three (3) Business Days	24 hrs OOS 48 hrs AS	
	20-39 Lines	Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.	24 hrs OOS 48 hrs AS	
	40 or more Lines	ICB	24 hrs OOS 48 hrs AS	
<u>Addition, removal, or change of CO Features, PIC/LPIC change, number changes without inward line activity, or hunting changes</u>	1 to 39 Lines	Three (3) Business Days	24 hrs OOS 48 hrs AS	<del>Twenty-four (24)</del> <del>Forty-eight (48)</del>

<sup>17</sup> Information is contained in SIG and is being added for clarity.

<sup>18</sup> Added for clarity.

<sup>19</sup> Parity with retail (retail changed).

<sup>20</sup> Deletion for clarity due to the fact that there is not a difference between Residence and Business intervals.

<sup>21</sup> Added for clarity.

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Product	Services Ordered	Installation Commitments	Repair Commitments	
<del>line activity, or hunting changes without inward line activity<sup>21</sup> UNE-P POTS 'New'-Residence Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity</del>	<del>40 or more Lines</del>	<del>ICB</del>	<del>24 hrs OOS 48 hrs AS</del>	
<del>UNE-P POTS 'New'-Business Simple CO Features, or Number Changes without inward line activity, or Hunting changes without inward line activity</del>	<del>1 to 19 Lines</del>	<del>Three (3) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>20-39 Lines</del>	<del>Four (4) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>40 or more Lines</del>	<del>ICB</del>	<del>24 hrs OOS 48 hrs AS</del>	
<del>UNE-P POTS 'New'-Suspend/Restore  Deny/Restore<sup>22</sup></del>	<del>Customers with service placed on "vacation"</del>	<del>Next Business Day (includes Saturday)<sup>23</sup></del>	<del>24Twenty-four (24) hrs OOS 48 hrs AS</del>	
	<del>Treatment for Non-payment issues</del>	<del>Same Business Day if request received before noon MT, otherwise next business day (includes Saturday)<sup>24</sup> as payment receipt validated</del>	<del>24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS</del>	
<del>UNE-P POTS 'New'-Residence New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"</del>	<del>1 to 39 Lines</del>	<del>Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days.</del>	<del>24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS</del>	
	<del>40 or more Lines</del>	<del>ICB</del>	<del>24 hrs OOS 48 hrs AS</del>	
<del>UNE-P POTS 'New'-Business New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"<sup>25</sup></del>	<del>1 to 19 Lines</del>	<del>Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days.</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>20-39 Lines</del>	<del>Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>40 or more Lines</del>	<del>ICB</del>	<del>24 hrs OOS 48 hrs AS</del>	

<sup>22</sup> Added for clarity.

<sup>23</sup> Added for clarity.

<sup>24</sup> Changed to be at parity with retail.

<sup>25</sup> Deletion for clarity due to the fact that there is not a difference between Residence and Business intervals.

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Product	Services Ordered	Installation Commitments	Repair Commitments	
<b>UNE-P POTS 'New'-</b> Directory Listings Changes (R Orders) <b>Changes –</b> •• <b>Simple (Non-complex)</b> <u>Listings - Simple</u> <u>Straight Line and/or</u> <u>Straight-Line Under</u> <u>(SLU) Listings</u> <sup>26</sup>  ▪ Voice Mail	1-10 Listings	Same business day <sup>27</sup> if <u>received by cut-off times.</u> Two <u>(2) Business Days</u>		
	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> POTS Residence to UNE-P –Conversion as Specified –Simple CO Features <b>Conversion as</b> <b>Specified</b> <u>Retail, Resale, or UNE-P POTS</u> <u>to UNE-P POTS</u> <sup>28</sup>	1 to 39 Lines	Three (3) Business days <u>Depends on changes</u> <u>requested. For instance,</u> <u>addition of another line would</u> <u>follow New Installs</u> <u>guidelines.</u> <sup>29</sup>	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS	
	40 or more lines	ICB	24 hrs OOS 48 hrs AS	
<b>Conversions to UNE-P POTS-</b> UNE-P POTS to UNE-P POTS <sup>30</sup> Residence - Conversion as Is	1 to 39 Lines	Same Business Day if received before <u>noon MT,</u> <u>12:00 p.m.,</u> or, Next Business Day if received later than <u>noon</u> <u>MT.12:00 p.m.</u> <sup>31</sup>	Twenty-four (24) hrs OOS Forty-eight (48) hrs AS	
	40 or more Lines	ICB	24 hrs OOS 48 hrs AS	
<b>Conversions to UNE-P POTS-</b> POTS Business to UNE-P –Conversion As Specified –Simple CO Features	1 to 19 Lines	Three (3) Business days	24 hrs OOS 48 hrs AS	
	20 to 39 Lines	Four (4) Business Days	24 hrs OOS 48 hrs AS	
	40 or more Line	ICB	24 hrs OOS 48 hrs AS	
<b>Conversions to UNE-P POTS-</b> UNE-P to UNE-P POTS Business –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 48 hrs AS	

<sup>26</sup> Change to align with retail commitment.  
<sup>27</sup> Change to align with retail commitment.  
<sup>28</sup> Added for clarity.  
<sup>29</sup> Added for clarity.  
<sup>30</sup> Added for clarity.  
<sup>31</sup> Added for clarity.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments	
	<del>40 or more Lines</del>	ICB	<del>24 hrs OOS 48 hrs AS</del>	
<b>UNE-P Line Splitting –</b> UNE-P POTS to UNE-P POTS with Line Splitting - Conversion As Specified	<del>1 to 8 Lines</del>	<del>3 business days<sup>32</sup>High Density: Five (5) Business Days  Low Density: Six (6) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	<del>48Forty-eight (48) hrs AS</del>
	<del>9 to 16 Lines</del>	<del>High Density: Six (6) Business days  Low Density: (9) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>17 to 24 Lines</del>	<del>High Density: (7) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>25-39 Lines</del>	ICB	<del>24 hrs OOS 48 hrs AS</del>	
	<del>40 or more Lines or if Conditioning is required</del>	<del>ICB High Density: Five (5) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
<b>UNE-P Line Splitting –</b> POTS Residence or POTS Business with Line Sharing to UNE-P POTS with Line Splitting - Conversion as Specified	<del>1 to 8 Lines</del>	<del>3 business days<sup>33</sup>High Density: Six (5) Business days  Low Density: Six (6) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>9 to 16 Lines</del>	<del>High Density: Six (6) Business days  Low Density: Nine (9) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>17 to 24 Lines</del>	<del>High Density: Seven (7) Business Days  Low Density: Ten (10) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>25-39 Lines</del>	ICB	<del>24 hrs OOS 48 hrs AS</del>	

<sup>32</sup> Change to align with retail commitment.

<sup>33</sup> Change to align with retail commitment.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments	
	<del>40 or more Lines</del>	<del>CB</del>	<del>24 hrs OOS</del>	<del>48 hrs AS</del>
<b>UNE-P PBX<sup>34</sup> 'New'- New Install, Conversion As Specified, Changes (ex. PIC/LPIC or feature changes, etc.), and Suspend/Restore</b>	1 to 8 Trunks	<u>Zone 1: Five (5) Business Days</u> <u>Zone 2: Six (6) Business Days<sup>35</sup></u>	<u>4Four (4) hrs</u>	
	9 to 16 Trunks	<u>Zone 1; Six (6) Business Days<sup>35</sup></u> <u>Zone 2: Seven (7) Business Days<sup>36</sup></u>	<u>4Four (4) hrs</u>	
	17 to 24 Trunks	<u>Zone 1: Seven (7) Business Days<sup>36</sup></u> <u>Zone 2: Eight (8) Business Days<sup>37</sup></u>	<u>4Four (4) hrs</u>	
	25 or more Trunks	<del>ICB</del>	<u>4Four (4) hrs</u>	
<b>Conversions to UNE-P PBX – Conversion As Specified or Conversion As Is<sup>38</sup></b>	<del>1 to 8 Trunks</del>	<del>Five (5) Business Days<sup>38</sup></del>	<del>4 hrs</del>	
	<del>9 to 16 Trunks</del>	<del>Six (6) Business Days<sup>38</sup></del>	<del>4 hrs</del>	
	<del>17 to 24 Trunks</del>	<del>Seven (7) Business Days<sup>38</sup></del>	<del>4 hrs</del>	
	<del>25 or more Trunks</del>	<del>ICB</del>	<del>4 hrs</del>	
<b>UNE-P DSS 'New'- T1 Facility Installation<sup>39</sup></b>	1 to 3 <u>Facilities<sup>40</sup></u>	<u>Nine (9) Business Days<sup>40</sup></u>	<u>4Four (4) hrs</u>	
	<u>4 to 6 Facilities<sup>41</sup></u> <del>or more</del>	<del>ICB</del> <u>Twelve (12) Business Days<sup>42</sup></u>	<u>4Four (4) hrs</u>	
	<u>7 to 9 Facilities<sup>43</sup></u>	<u>Thirteen (13) Business Days<sup>44</sup></u>	<u>4Four (4) hrs<sup>45</sup></u>	
	<u>10 to 12 Facilities<sup>46</sup></u>	<u>Seventeen (17) Business Days<sup>47</sup></u>	<u>4Four (4) hrs<sup>48</sup></u>	

34 Changes to add clarity.  
35 Change to align with retail commitment.  
36 Change to align with retail commitment.  
37 Change to align with retail commitment.  
38 Removed for clarity (see above).  
39 Added for clarity.  
40 Added for clarity.  
41 Change to align with retail commitment.  
42 Change to align with retail commitment.  
43 Change to align with retail commitment.  
44 Change to align with retail commitment.  
45 Change to align with retail commitment.  
46 Change to align with retail commitment.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P DSS 'New'-</b> Trunk Installation when ordered with new T1 Facility (Note: The number of facilities ordered drives the due dates for both facilities and trunks. <sup>49</sup> s	1 to 3 LinesFacilities <sup>50</sup>	Twelve (12) Business Daysbusiness days	4Four (4) hrs
	4 to 6 LinesFacilities	Sixteen (16) Business Daysbusiness days	4Four (4) hrs
	7 to 9 LinesFacilities	Twenty (20) Business Daysbusiness days	4Four (4) hrs
	10 to 12 LinesFacilities	Twenty four (24) Business Daysbusiness days	4Four (4) hrs
	13 or more Lines	ICB	4hrs
<b>Conversions to UNE-P DSS-T1 FacilityAs Is</b>  <b>Conversion As Specified</b>	4 to 3	Five (5) bBusiness Days <sup>51</sup> Nine (9) Business Days	4Four (4) hrs
	4 or more	ICB See intervals for type of change requested	4Four (4) hrs
<b>Conversions to UNE-P DSS-Trunks Add/Change Trunks on existing facilities<sup>52</sup></b>	1 to 8 Trunks4 to 6 Lines	Five (5) bBusiness Days <sup>53</sup> Sixteen (16) Business Days	4Four (4) hrs
	9 to 16 Trunks7 to 9 Lines	Six (6) Business Daysbusiness days <sup>54</sup> Twenty (20) Business Days	4Four (4) hrs
	17 to 24 Trunks10 to 12 Lines	Seven (7) Business Daysbusiness days <sup>55</sup> Twenty four (24) Business Days	4Four (4) hrs
	Each Additional 8 Trunks13 or more Lines	One (1) bBusiness Day for each <sup>56</sup> ICB	4Four (4) hrs
<b>UNE-P ISDN BRI 'New'-</b> New Installs, Address Changes, Change to add Loop (N2Q)	1 to 10 LinesLoops <sup>57</sup>	Thirteen (13) Business Daysbusiness days	24Twenty-four (24) hrs
	11 or more LinesLoops	ICB	24Twenty-four (24) hrs
<b>UNE-P ISDN BRI 'New'-</b> Add or Change Feature(s), Add Primary Directory Number (PDN ) to established Loop (N2Q), Add Call Appearance	1 to 10 LinesLoops	Three (3) Business Daysbusiness days	24Twenty-four (24) hrs
	11 or more LinesLoops	ICB	24Twenty-four (24) hrs

47 Change to align with retail commitment.  
48 Change to align with retail commitment.  
49 Added for clarity.  
50 Added for clarity.  
51 Change to align with retail commitment.  
52 Added for clarity.  
53 Change to align with retail commitment.  
54 Change to align with retail commitment.  
55 Change to align with retail commitment.  
56 Change to align with retail commitment.  
57 Changed for clarity through out this section.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>Conversion to UNE-P ISDN BRI- Conversion As Is</b>	1 to 10 <u>Lines/Loops</u>	Three (3) <u>Business Days/business days</u>	<u>24Twenty-four (24)</u> hrs
	11 or more <u>Lines/loops</u>	ICB	<u>24Twenty-four (24)</u> hrs
<b>Conversion to UNE-P ISDN BRI- Conversion As Specified</b>	1 to 10 <u>Lines/Loops</u>	Three (3) <u>Business Days/business days</u> if a Loop is not involved (or) Thirteen (13) <u>Business Days/business days</u> if a Loop is added or changed	<u>24Twenty-four (24)</u> hrs
	11 or more <u>Loops/ines</u>	ICB	<u>24Twenty-four (24)</u> hrs
<b>UNE-P ISDN PRI 'New'- T1 Facility/New Facility and Associated Trunks (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks. See table below.)<sup>58</sup></b>	1 to 3	Nine (9) <u>Business Days/business days</u>	<u>4Four (4)</u> hrs
	4 or more to 6 <sup>59</sup> 7 to 9 <sup>60</sup> 10 to 12 <sup>61</sup> Over 12 <sup>62</sup>	ICB Twelve (12) <u>Business Days/business days</u> <sup>63</sup> Thirteen (13) <u>bBusiness</u> <sup>64</sup> Seventeen (17) <u>bBusiness</u> Add 4 <u>Business Days/business days</u> for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.) <sup>65</sup>	<u>4Four (4)</u> hrs
<b>UNE-P ISDN PRI 'New'- Trunks</b>	1 to 3 <u>Lines/Trunks</u> <sup>66</sup>	Twelve (12) <u>Business Days/business days</u>	<u>4Four (4)</u> hrs
	4 to 6 <u>Lines/Trunks</u>	Sixteen (16) <u>Business Days/business days</u>	<u>4Four (4)</u> hrs
	7 to 9 <u>Lines/Trunks</u>	Twenty (20) <u>Business Days/business days</u>	<u>4Four (4)</u> hrs
	10 to 12 <u>Lines/Trunks</u>	Twenty-four (24) <u>Business Days/business days</u>	<u>4Four (4)</u> hrs
	13 or more <u>Lines/Trunks</u>	Facility due date plus 5 days <sup>67</sup> ICB	<u>4Four (4)</u> hrs

<sup>58</sup> Added for clarity.  
<sup>59</sup> Change to align with retail commitment.  
<sup>60</sup> Change to align with retail commitment.  
<sup>61</sup> Change to align with retail commitment.  
<sup>62</sup> Change to align with retail commitment.  
<sup>63</sup> Change to align with retail commitment.  
<sup>64</sup> Change to align with retail commitment.  
<sup>65</sup> Change to align with retail commitment.  
<sup>66</sup> Changed for clarity.  
<sup>67</sup> Change to align with retail commitment.



**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments
<b>Conversion to UNE-P ISDN PRI- As Specified</b> T1 Facility As Is <sup>68</sup>	<del>1 to 3</del>	<del>Nine (9) Business Days</del> See intervals for type of change requested <sup>69</sup>	<del>4</del> Four (4) hrs
	<del>4 or more</del>	<del>ICB</del> Five (5) Business Days <sup>70</sup> business days	<del>4</del> Four (4) hrs
<b>Conversion to UNE-P ISDN PRI- Add/Change Trunks on Existing Facility</b> <sup>71</sup>  Trunks	<del>1 to 3 Lines</del> <sup>72</sup>	<del>Five (5) Business Days</del> business days <sup>73</sup> Twelve (12) Business Days <sup>74</sup> business days	<del>4</del> Four (4) hrs
	<del>4 to 6 Lines</del> <sup>75</sup> 9 to 16 <sup>74</sup>	<del>Six (6) Business Days</del> business days <sup>75</sup> Sixteen (16) Business Days	<del>4</del> Four (4) hrs
	<del>7 to 9 Lines</del> <sup>76</sup> 17 to 24 <sup>76</sup>	<del>Seven (7) Business Days</del> business days <sup>77</sup> Twenty (20) Business Days	<del>4</del> Four (4) hrs
	<del>10 to 12 Lines</del> Over 25 <sup>78</sup>	<del>ICB</del> <sup>79</sup> Twenty four (24) Business Days	<del>4</del> Four (4) hrs
	<del>13 or more Lines</del>	<del>ICB</del>	<del>4</del> hrs
<b>UNE-P Centrex 21 - Non Designed- Conversions as Specified</b>	<del>1 to 10 Lines</del>	<del>Five (5) Business Days</del> business days	<del>24</del> Twenty-four (24) hrs OOS <del>48</del> Forty-eight (48) hrs AS
	<del>11 or more Lines</del>	<del>ICB</del>	<del>24</del> hrs OOS <del>48</del> hrs AS
<b>UNE-P Centrex 21 - Non Designed- New Installations, Address Changes, and Change Requests adding new lines</b> <sup>80</sup>	<del>1 to 10 Lines</del> [Facility check indicates "Available Dispatch Required" and Dispatch "Yes".]	<del>Next available due date as indicated by Appointment Scheduler</del> <sup>81</sup> <b>Note:</b> Appointment Scheduler minimum default interval is 3 (Three) Business Days <sup>81</sup> business days. <del>Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.</del>	<del>24</del> Twenty-four (24) hrs OOS <del>48</del> Forty-eight (48) hrs AS

68 Changed for clarity.  
69 Changed for clarity.  
70 Change to align with retail commitment.  
71 Added for clarity.  
72 Change to align with retail commitment.  
73 Change to align with retail commitment.  
74 Change to align with retail commitment.  
75 Change to align with retail commitment.  
76 Change to align with retail commitment.  
77 Change to align with retail commitment.  
78 Change to align with retail commitment.  
79 Change to align with retail commitment.  
80 Added for clarity.  
81 Change to align with retail commitment.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments	
	11 or more Lines	ICB	24 hrs OOS 48 hrs AS	
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Establish Common Block	1 to <del>21</del> <sup>82</sup> 40 Lines - No Optional Features	Twenty (20) <u>Business Days</u> <u>business days</u>	<u>Twenty-four (24)</u> hrs OOS <u>Forty-eight (48)</u> hrs AS	
	1 to <u>21</u> 40 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)	ICB	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	
	<del>11-21 Lines - No Optional Features</del>	<del>Twenty (20) Business Days</del>	<del>24 hrs OOS 48 hrs AS</del>	
	<del>11 to 21 Lines - w/Optional Features (i.e., ARS, DFIs, SMDR, UCD, etc.)</del>	ICB	24 hrs OOS 48 hrs AS	
	22 or more Lines with or without Optional Features	ICB	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Feature Additions requiring Common Block activity per Common Block	1 to 10 Lines	Twenty (20) <u>Business Days</u> <u>business days</u>	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	
	11 or more Lines	ICB	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - 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) <u>Business Days</u> <u>business days</u>	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	
	If new LCC/CAT/NCOS or DPAT	Twenty (20) <u>Business Days</u> <u>business days</u>	<u>24</u> Twenty-four (24) hrs OOS <u>48</u> Forty-eight (48) hrs AS	

82 Change to align with retail commitment.

**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments	
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Centrex Management System (CMS)	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	Twenty (20) <b>Business Daysbusiness days</b> (after the initial Common Block & associated lines are installed)	N/A	
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>Common Block Configuration Required</b> - Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) <b>Business Daysbusiness days</b> (may be longer due to facility due date requirements)	<del>24</del> <b>Twenty-four (24)</b> hrs OOS	<del>(24)</del>
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> - Centrex Management System (CMS) Network Access Registers (NARs)	Additional/New Station Lines to be added to CMS	Five (5) <b>Business Daysbusiness days</b> after line is installed	N/A	
	Additions	Five (5) <b>Business Daysbusiness days</b>	N/A	
	Change from Non Blocked to Blocked Service	ICB	N/A	

**EXHIBIT C  
SERVICE INTERVAL TABLES**

<b>Product</b>	<b>Services Ordered</b>	<b>Installation Commitments</b>	<b>Repair Commitments</b>
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> - Station Lines (subsequent to the establishment of the Common Block) Includes: Conversions New Lines Moves <b>NOTE:</b> On conversions, numbers are "chipped" into the Common Block at the time of installation.	1 to 10 Lines per location	Five (5) <u>Business Days</u> or Next available due date thereafter as indicated by Appointment Scheduler.	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
	11 to 20 Lines per location	Ten (10) <u>Business Days</u> or Next available due date thereafter as indicated by Appointment Scheduler.	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
	21 or more Lines per location	ICB	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Line Feature changes/additions/Removals	1 to 19 Lines	Three (3) <u>Business Days</u>	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
	20 or more Lines	ICB	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	Thirteen (13) <u>Business Days</u> (may be longer due to facility due date requirements)	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Automatic Route Selection (ARS)	Subsequent to Common Block Installation	Twenty (20) <u>Business Days</u> (may be longer if the activation of ARS is tied to a Private Line facility installation)	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS
	Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes	<u>Business Days</u> : Five (5) days Ten (10) days Twenty (20) days	24Twenty-four (24) hrs OOS 48Forty-eight (48) hrs AS

**EXHIBIT C  
SERVICE INTERVAL TABLES**

Product	Services Ordered	Installation Commitments	Repair Commitments	
	Adding new Patterns	Twenty (20) <u>Business Days</u> <u>business days</u>	24 hrs OOS	<u>Twenty-four (24)</u> <u>(48)</u> hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Uniform Call Distribution (UCD)	Per Request	Thirteen (13) <u>Business Days</u> <u>business days</u>	24 hrs OOS	<u>Twenty-four (24)</u> <u>Forty-eight (48)</u> hrs AS
<b>UNE-P Centrex Plus / UNE-P Centron</b> [Centron is MN only] <b>No Common Block Configuration Required</b> Additional Numbers subsequent to initial Common Block installation  <b>NOTE:</b> Additional numbers are “chipped” into the Common Block at the time of request.	Blocks (No limit on amount of numbers.)	Five (5) <u>Business Days</u> <u>business days</u>	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> DS0 or Voice Grade Equivalent	1 to 8	<u>High-Density</u> <u>Zone 1</u> : Five (5) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
		<u>Low-Density</u> <u>Zone 2</u> : Six (6) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density
	9 to 16	<u>Zone 1</u> <u>High-Density</u> : Six (6) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
		<u>Zone 2</u> <u>Low-Density</u> : Seven (7) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density
	17 to 24	<u>Zone 1</u> <u>High-Density</u> : Seven (7) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
	<u>Zone 2</u> <u>Low-Density</u> : Eight (8) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density	
25 or more	ICB	<u>4</u> <u>Four (4)</u> hrs	
<b>Enhanced Extended Loop (EEL) –</b> DS1	1 to 8	<u>Zone 1</u> <u>High-Density</u> : Five (5) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
		<u>Zone 2</u> <u>Low-Density</u> : Eight (8) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density
	9 to 16	<u>Zone 1</u> <u>High-Density</u> : Six (6) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
		<u>Zone 2</u> <u>Low-Density</u> : Nine (9) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density
	17 to 24	<u>Zone 1</u> <u>High-Density</u> : Seven (7) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
	<u>Zone 2</u> <u>Low-Density</u> : Ten (10) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density	
25 or more	ICB	<u>4</u> <u>Four (4)</u> hrs	
<b>Enhanced Extended Loop (EEL) –</b> DS3	1 to 3 Circuits	<u>Zone 1</u> <u>High-Density</u> : Seven (7) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs High Density
		<u>Zone 2</u> <u>Low-Density</u> : Nine (9) <u>Business-Days</u> <u>business days</u>	<u>4</u> <u>Four (4)</u> hrs Low Density
	4 or more Circuits	ICB	<u>4</u> <u>Four (4)</u> hrs
<b>Enhanced Extended Loop Conversions (EEL-C) –</b> Private Line (PLTS) - Conversion as is		ICB	<u>Twenty-four (24)</u> hrs OOS <u>Forty-eight (48)</u> 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).