

QWEST® COMMUNICATIONS

SERVICE INTERVAL GUIDE FOR RESALE AND INTERCONNECTION SERVICES

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The Resale and Interconnection service guidelines contained herein are subject to change at anytime by QWEST. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

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Resale

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).

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
POTS Residence (Continued)	Addition/removal/change of CO Features, PIC/LPIC change, number changes without inward line activity, or hunting changes without inward line activity		24 hours manual	20 minutes Fully Electronic Flow Through from IMA to SOP Three (3) Business Days Colorado and Minnesota only: Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days	24 hours OOS 48 hours AS

** For POTS Residence Additions, Removals, or Changes in Minnesota, the installation interval would be 2 business days unless AIN features are required. If AIN features are required, the Minnesota interval would be 3 business days.

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines	
POTS Residence (Continued)	Suspend/Restore	Add/remove "vacation hold"	24 hours manual	20 minutes Fully Electronic Flow Through from IMA to SOP	Next Business Day (includes Saturday)	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for non-payment	24 hours manual	20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day (includes Saturday)	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
POTS Residence (Continued)	Voice Mail	Add or change voice mail on POTS lines.	24 hours	3 Business Days Minnesota Only: Two (2) Business Days	24 hours OOS 48 hours AS

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For Resale POTS Residence and Business, Saturday due dates are available under the following circumstances:

- 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 Resale 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 business days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
POTS Residence	Conversion As Is		24 hours manual	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
	Conversion as Specified		24 hours manual	Depends on changes requested. For instance, addition of another line would follow New Installs guidelines.	24 hours OOS 48 hours AS

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