

Qwest Corporation

WN U-40
EXCHANGE AND
NETWORK SERVICES
WASHINGTON

SECTION 2
2nd Revised Sheet 27
Cancels 1st Revised Sheet 27

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (CONT'D)

2.2.2 OBLIGATION TO FURNISH SERVICE

A. General

Exchange service is available through facilities owned and maintained according to the Company's standards and, in multiple office exchanges, is operated from the central office designated by the Company.

The Company's obligation to furnish or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

B. Customer Service Guarantee Programs

The Company is committed to providing service in accordance with our customer's expectations. When service cannot be provided as expected by our customers, the Company provides for alternative remedies as well as customer bill credits. Following is a description of the Company's customer service guarantee programs.

1. Guaranteed Appointments and Commitments

The Customer Service Guarantee is designed to grant customers a credit if the Company fails to keep a Guaranteed Appointment or Guaranteed Commitment. A Guaranteed Appointment is considered kept if: 1) the Company representative arrives by the agreed upon date even if the service is completed at a later date, or 2) if the Company notifies the customer the day following the day the order was placed that it will be unable to meet the due date due to a lack of available facilities and a new appointment must be made.

(C)

Terms and Conditions for Guaranteed Appointments and Commitments are:

a. Service Types

Guaranteed Appointments and Guaranteed Commitments will be offered for the following service types:

- Reconnect Existing Exchange Service: Reconnect an existing service following move-out/move-in or disconnection for non-payment.

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B.1.a. (Cont'd)

- Connect Permanent Service: Connect a new permanent service.
- Repair of existing exchange service when a customer is unable to receive and/or place a telephone call. (C)

b. Guaranteed Appointment

- A Guaranteed Appointment is a mutually agreed upon appointment for a given day between a customer and the Company for a service to be provided which requires the customer to be present. The Company shall offer Guaranteed Appointments for the Service Types in 1.a. above, if the service to be provided requires the customer to be present.
- The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts.) or adverse events beyond the Company's control.

c. Guaranteed Commitments

- The Company will offer Guaranteed Commitments when the service to be provided does not require the customer to be present. A Guaranteed Commitment is a mutually agreed upon commitment between a customer and the Company to provide service on or before a specific date.

d. Credit Exceptions

- Credit is not applicable to: Missed commitments or missed appointments due to customer reasons or that are a result of significant adverse events such as natural disasters or circumstances beyond the control of the Company. These include, but are not limited to, acts of God, wars, revolution, civil commotion, acts of public enemy, or labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts) that occur within such a proximity of the due date that the Company could not reasonably notify the customer nor perform the necessary service. Such example is a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or similar utility type service. (C)
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B.1.d. (Cont'd)

- A credit is not applicable if the customer reschedules the appointment or is not available at the time of the appointment and that unavailability prevents the completion of the scheduled work.

e. Credit for missed Guaranteed Appointment or Guaranteed Commitment

- (1) The credit will be applied automatically to the customer's account for failure to keep a Guaranteed Appointment or Guaranteed Commitment if the customer requests installation of a new or subsequent service or repair that is not completed as agreed for Company reasons, subject to the conditions in d., above.

(C)

 (C)

CREDIT

- Credit for missed Guaranteed Appointment or Guaranteed Commitment
 - Residence-class \$25.00
 - Business-class \$50.00

(C)
 (N)

- (2) Each credit shall be limited to the amount specified above for each service order or trouble report.

(N)

2. Delayed Primary Basic Exchange Alternative

Primary basic exchange service is defined as the first residential line or first two business lines at a given location (address). If the Company is unable to provide primary basic exchange service (service) within five business days of the due date, and the reason for the delay is caused by the Company, the Company will:

- Credit the nonrecurring charge,
- Assign a telephone number,
- Provide a Directory Listing and,
- Remote Call Forwarding and,
- Voice Messaging Service.

(D)
 (N)

 (N)

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2.2.2 OBLIGATION TO FURNISH SERVICE

B. Customer Service Guarantee Programs (Cont'd)

3. Allowance for Service Interruptions

- a. It is the obligation of the customer to notify the Company of any interruption in service.
- b. All reported out-of-service interruptions (i.e., that prevents the use of the telephone line for purposes of making or receiving a call) will be restored within 48 hours, except those caused by emergency situations, unavoidable catastrophes and force majeure. All other reported service interruptions (i.e., noise on line, intermittent static, etc.) will be restored within 72 hours. Sundays and legal holidays are excluded from the 48 hour and 72 hour periods.
- c. In the event of an interruption of service, the Company will provide a prorated credit when it becomes aware that a customer has been without service for more than 24 hours in a month.
- d. The amount of prorated credit shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service divided by thirty, then multiplied by the number of days or portion of days during which service was not provided. Also see 2.4.1, following.
- e. A prorated credit will not be provided when negligence of the customer, force majeure, customer premises equipment, or inside wiring is the proximate cause for the unavailability of service.

(T)
(D)
(N)

(N)